United Nations A/61/64

General Assembly

Distr.: General
20 April 2006

Original: English

Sixty-first session
Item 117 of the preliminary list*
Programme planning

Programme performance of the United Nations for the biennium 2004-2005

Report of the Secretary-General**

Summary

The programme performance report provides a comprehensive review of the Secretariat's performance in implementing the expected accomplishments of 188 subprogrammes, based on the delivery of mandated outputs, as prescribed in the approved programme budget for the biennium 2004-2005. It includes the review of lessons learned and obstacles to implementation.

Chapter I of the report provides an overview of the results achieved by the Secretariat as a whole, summary output implementation statistics and data on resource use along with an assessment of progress related to the modalities of programme performance monitoring and reporting in the results-based-management format. Chapter II covers the programme performance of each of the 28 main sections of the biennial programme budget, including a summary of programme-level results and performance constraints, followed by a review of performance pertaining to each expected accomplishment and the delivery of outputs.

Addressing the challenge of reconciling the need for more detailed programme performance reporting on the one hand and the limitations of a printed volume on the other, the Office of Internal Oversight Services has expanded upon the practice initiated with the 2002-2003 programme performance report of producing both a concise hard-copy report and an electronic version equipped with hyperlinks to additional documentation. What sets the present report apart is the universe of performance-related information and data to which the electronic version serves as the gateway. While the electronic version of the previous report (A/59/69) had fewer

* A/61/50 and Corr.1.

** Completion of the report was delayed owing to late submission by some departments.

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than 100 hyperlinks, the current one includes over 1,200, providing access to various documents, evaluations, web-based resources and the like the total volume of which is many times greater than the volume of the printed version.

The reader is thus provided with the choice of either limiting his or her review to the concise reporting of the printed version or extending it to any desired scope, depth and detail by using the electronic one.

The notable progress made by the Organization in the areas of international peace and security; promotion of sustainable development; support for the development of Africa; promotion of human rights and global humanitarian assistance; strengthening international law, drug control and crime prevention; and combating international terrorism speaks for itself. The output implementation rate of 91 per cent is higher than in any previous biennium.

While the discipline of programme performance monitoring and reporting has improved considerably, its scope and complexity have brought about the need for a qualitative enhancement of its main tool — the Integrated Monitoring and Documentation Information System — as well as further strengthening of the Organization's capacity for results-based management, programme performance monitoring and evaluation, as highlighted by the Secretary-General in his most recent reform proposals.

Contents

		Page
	Abbreviations	5
	Introduction	7
I.	Summary of programme performance	9
	A. Overview of key results achieved by the United Nations	9
	B. Delivery of outputs and resource utilization	19
	C. Strengthening results-based management, monitoring and reporting	39
II.	Programme performance by section of the programme budget	43
	Preface	43
Section		
2.	General Assembly affairs and conference services	45
3.	Political affairs	53
4.	Disarmament	58
5.	Peacekeeping operations	65
6.	Peaceful uses of outer space	70
8.	Legal affairs	73
9.	Economic and social affairs	78
10.	Least developed countries, landlocked developing countries and small island developing States	95
11.	United Nations support for the New Partnership for Africa's Development	97
12.	Trade and development	100
13.	International Trade Centre UNCTAD/WTO	108
14.	Environment	112
15.	Human settlements	122
16.	Crime prevention and criminal justice	132
17.	International drug control	135
18.	Economic and social development in Africa	143
19.	Economic and social development in Asia and the Pacific	153
20.	Economic development in Europe	162
21.	Economic and social development in Latin America and the Caribbean	172
22.	Economic and social development in Western Asia	184
23.	Regular programme of technical cooperation	195
24.	Human rights	202

25. Protection of and assistance to refugees 207
26. Palestine refugees 211
27. Humanitarian assistance 217
28. Public information 223
29A. Office of the Under-Secretary-General for Management 228
29B. Office of Programme Planning, Budget and Accounts 231
29C. Office of Human Resources Management 235
29D. Office of Central Support Services 238
29E. Administration, Geneva 242
29F. Administration, Vienna 246
29G. Administration, Nairobi 249
30. Internal oversight 253

Abbreviations

ASYCUDA	Automated System for Customs Data
BDEAC	Development Bank for Central African States
COMESA	Common Market for Eastern and Southern Africa
ECA	Economic Commission for Africa
ECCAS	Economic Community of Central African States
ECE	Economic Commission for Europe
ECLAC	Economic Commission for Latin America and the Caribbean
ECOWAS	Economic Community of West African States
ESCAP	Economic and Social Commission for Asia and the Pacific
ESCWA	Economic and Social Commission for Western Asia
FAO	Food and Agriculture Organization of the United Nations
GDP	gross domestic product
IAEA	International Atomic Energy Agency
IMDIS	Integrated Monitoring and Documentation Information System
IMF	International Monetary Fund
IMIS	Integrated Management Information System
ITC	International Trade Centre UNCTAD/WTO
MINUSTAH	United Nations Stabilization Mission in Haiti
MONUC	United Nations Organization Mission in the Democratic Republic of the Congo
NEPAD	New Partnership for Africa's Development
NGO	non-governmental organization
ODS	Official Document System
OHCHR	Office of the United Nations High Commissioner for Human Rights
OIOS	Office of Internal Oversight Services
ONUB	United Nations Operation in Burundi
PAS	Performance Appraisal System
SADC	Southern African Development Community
SNA	System of National Accounts

SWIFT	Society for Worldwide Interbank Financial Telecommunication
UEMOA	West African Economic and Monetary Union
UMA	Arab Maghreb Union
UNAIDS	Joint United Nations Programme on HIV/AIDS
UNCITRAL	United Nations Commission on International Trade Law
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
UNEP	United Nations Environment Programme
UN-Habitat	United Nations Human Settlements Programme
UNHCR	Office of the United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNIDO	United Nations Industrial Development Organization
UNMEE	United Nations Mission in Ethiopia and Eritrea
UNMIS	United Nations Mission in the Sudan
UNOCI	United Nations Operation in Côte d'Ivoire
UNODC	United Nations Office on Drugs and Crime
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
WHO	World Health Organization
WIPO	World Intellectual Property Organization

Introduction[1]

1. The present report on programme performance of the United Nations Secretariat during the biennium 2004-2005 is submitted in accordance with regulation 6.1 of the Regulations and Rules Governing Programme Planning, the Programme Aspects of the Budget, the Monitoring of Implementation and the Methods of Evaluation (ST/SGB/2000/8). It provides a broad review of the results achieved in the priority areas highlighted in the medium-term plan for the period 2002-2005 (A/57/6/Rev.1 and Corr.1). Detailed reporting on the implementation of individual expected accomplishments, as evidenced by indicators of achievement and delivery of final outputs during 2004-2005, is also provided.

2. The Secretary-General concurred with the recommendation of OIOS, pursuant to General Assembly resolution 58/269 that programme managers should conduct a preliminary performance assessment at the subprogramme level in the last quarter of 2005 (see A/59/79, para. 34 (a)). Those assessments greatly facilitated the preparation of the present report.

3. Chapter I of the report provides an overview of the results accomplished by the Secretariat as a whole, summary output implementation statistics and data on resource use and gender mainstreaming, as well as the observations of the Office of Internal Oversight Services (OIOS) on advancements in implementing results-based management. Chapter II covers the programme performance of each section of the biennial programme budget, including a summary of programme-level results and performance constraints, followed by a review of performance pertaining to individual subprogrammes and associated expected accomplishments. Overall, the report includes information on more than 33,000 scheduled outputs, 974 indicators of achievement, 641 expected accomplishments and 188 subprogrammes (including "executive direction and management" where expected accomplishments are defined for that category) implemented under the 28 main sections of the 2004-2005 budget.

4. The main challenge in producing the programme performance report since the introduction of results-based management was the need to resolve the conflicting requirements of more detailed programme performance reporting and the limited space available to provide it. Regarding 2004-2005, this challenge was exacerbated by a considerable increase in the scope of mandated reportable information owing to: (a) a 34 per cent increase in the number of expected accomplishments (from 476 to 641); (b) the inclusion, at the programme level, of a specific section on challenges, obstacles and unmet goals (see A/59/16, para. 42); (c) the expansion of reporting to include results under "executive direction and management", in accordance with the 2004-2005 budget instructions;* and (d) the inclusion of reporting on section 23, Regular programme of technical cooperation, in line with proposals of the Secretary-General (see A/59/397, paras. 99-104). A commensurate increase in the length of the printed version of the report was not an option. The only effective solution was to act on the suggestion of the Committee for

[1] Throughout the present report the asterisk (*) denotes the availability, through hyperlinks, of more detailed information, related reports, evaluations, online tools and websites in the electronic version of the report (http://www.un.org/Depts/oios/mecd/ppr2004_2005.htm). All United Nations resolutions, documents and online publications can also be accessed in the electronic version.

Programme and Coordination to make greater use of electronic documentation for further improvement of the report (see A/59/16, para. 38).

5. Accordingly, the present report, like the previous one, is available in two versions — printed and electronic. The electronic version of the report (http://www.un.org/Depts/oios/mecd/ppr2004_2005.htm) includes links to the 2004-2005 budget fascicles and the amendments thereto adopted by the General Assembly in its resolution 58/270, as well as to tabular information on output implementation at the subprogramme level, performance-related documents such as annual reports of individual subprogrammes, evaluations and self-evaluations, web-based tools, databases and the like. The electronic version of the report is posted on the OIOS Internet website and on the United Nations Intranet site, iSeek, and is also available in CD-ROM format.

6. The crucial difference between the electronic versions of the previous and current programme performance report is that while the former contained fewer than 100 hyperlinks to additional documents, the latter has over 1,200. This broadens drastically access to programme performance information and allows the scope of the review to be determined by the reader. If the reader's primary interest is a succinct, bird's-eye view type of reporting, then the printed copy will suffice. However, if one's interest is in having the most comprehensive, multifaceted and detailed information available on programme performance, such interest can be satisfied by studying the hyperlinked documents. Thus, the electronic copy of the report serves as a gateway to a universe of performance information that is many times larger than that presented in the printed copy.

7. The present report is a product of collaboration between OIOS and the managers of substantive programmes. The managers, through the Integrated Monitoring and Documentation Information System (IMDIS),* reported on the highlights of results achieved on each expected accomplishment set out in the 2004-2005 programme budget as well as on challenges, obstacles and unmet goals for each programme. OIOS verified this reporting and its correspondence to the approved indicators of achievement. Two other partnerships were crucial for the production of the report. One was with the Programme Planning and Budget Division* of the Department of Management, which ascertained that the logical frameworks stored in IMDIS conformed fully to the budget fascicles and the final budget resolution. The Programme Planning and Budget Division has also been a partner in some of the training activities undertaken by OIOS during the biennium. The other key partnership was with the Communications and Information Management Service of the Department of Economic and Social Affairs, which has provided ongoing support, maintenance and systems development in respect of IMDIS, which serves as the repository for all Secretariat programme performance information.

8. While OIOS is cognizant of legislative guidance seeking to combine programme and financial performance information in one report, efforts to that end have so far not been successful. Those efforts will continue to be pursued with a view to producing the programme performance report for the biennium 2006-2007 in such a format.

I. Summary of programme performance

A. Overview of key results achieved by the United Nations

9. The present overview is structured along the priority areas of the medium-term plan for the period 2002-2005 (A/55/6/Rev. 1, para. 26) and the key objectives of the United Nations Millennium Declaration (General Assembly resolution 55/2). It highlights the key results achieved by the Secretariat in 2004-2005 by summarizing the accomplishments reported by programmes in chapter II below.

1. Maintenance of international peace and security*

10. *Conflict prevention and peacemaking*. Diplomatic activities of the Secretary-General and his senior envoys and special representatives were focused on facilitating the resolution of potential and ongoing conflicts. In many cases, these activities resulted in the alleviation of tensions, the cessation of hostilities and political settlements. In Africa, for example, diplomatic activities concerned Burundi, Cameroon, the Central African Republic, Equatorial Guinea, Gabon, Guinea-Bissau, Nigeria, Somalia, the Sudan, Uganda and Western Sahara. Details on these and other negotiations can be found in the annual reports of the Secretary-General on the work of t' e Organization (A/59/1 and A/60/1).

11. The Department of Political Affairs* provided support to 25 special political missions and high-level envoys, including the new Special Adviser on the Prevention of Genocide. It also supported the regular meetings and consultations of the Security Council and its subsidiary bodies, five field missions of the Council, eight missions of sanctions committee chairpersons and four formal meetings of the Council held in Nairobi.

12. In Iraq,* the Special Representative of the Secretary-General facilitated the formation, on 1 June 2004, of an interim government. On 31 May 2004, the Independent Electoral Commission of Iraq was formed following a countrywide nomination and selection process overseen by the United Nations. In August 2004, the United Nations helped to convene a national conference at which an interim national council was selected. The United Nations also played a leading role in assisting the Independent Electoral Commission in its successful management of the elections of January 2005. Following the convening of the Transitional National Assembly in March 2005 and the formation of the transitional Government in April, the United Nations assisted Iraq in drafting a permanent constitution and holding a constitutional referendum and elections for a permanent government.

13. *Peacekeeping and peacebuilding*.* Complex new operations were established in Burundi, Côte d'Ivoire, Haiti and the Sudan. At the end of 2005, over 80,000 military, civilian police and civilian personnel had served in 16 peacekeeping operations* and in special political missions, including those in Afghanistan and Timor-Leste.* The Secretariat also assisted in the creation of the Peacebuilding Commission* and the Peacebuilding Support Office. Mandates in Sierra Leone* and Timor-Leste were successfully completed, and downsized follow-on activities were undertaken to support sustainable peace. Free and fair elections were held with United Nations assistance in Afghanistan, Burundi and Liberia.* In Afghanistan, a countrywide electoral registration drive was held with the assistance of the United Nations in 2004, as were subsequent presidential, parliamentary and provincial

elections. By mid-2005, following the deployment of the United Nations Operation in Burundi (ONUB)* in June 2004, a referendum on a post-transitional constitution had been held successfully; communal elections had been concluded; more than 10,000 former combatants had participated in the disarmament, demobilization and reintegration programme; laws establishing a new integrated army and police force had been promulgated; and the cantonment process had been completed. The armed parties and movements in Burundi that had signed the Arusha Peace and Reconciliation Agreement had registered as political parties, and improved security had eased the return and reintegration of refugees and internally displaced persons. In other missions, however, many provisions of agreements had not yet been implemented (Côte d'Ivoire),* little progress had been achieved in overcoming deadlocks (Western Sahara)* or stalemates persisted (Eritrea and Ethiopia).* Mine action projects* led to the reduction of threats posed by mines and unexploded ordnance in eight countries. Landmine impact survey missions were completed in Afghanistan, Armenia, Bosnia and Herzegovina, Eritrea and Somalia (Puntland) and had commenced in four other countries. Reports of sexual exploitation and abuse committed by United Nations peacekeepers in several missions led to the adoption in 2005 of a policy of zero tolerance towards such offences, applying to all personnel engaged in United Nations operations. A position of Gender Adviser has been established at Headquarters and in 10 peacekeeping operations.

14. *Relations with regional organizations.** Conflict prevention or crisis response arrangements were established with regional organizations such as the European Union, and operational partnerships were established with the North Atlantic Treaty Organization, the African Union, the Organization of American States and the Economic Community of West African States. Such arrangements supplemented critical mandate implementation activities in Afghanistan, Côte d'Ivoire, the Democratic Republic of the Congo, Haiti, Sierra Leone and Kosovo.

15. *Electoral assistance.** United Nations electoral assistance was carried out as part of peacekeeping or political missions. There were 59 requests by Member States for electoral assistance compared with 52 in the previous biennium.

16. *Peaceful uses of outer space.** Four additional Member States ratified and one intergovernmental organization declared its acceptance of the rights and obligations of one or more of the United Nations treaties on outer space* as a result of continuous facilitation and assistance by the Secretariat. Two additional Member States enacted national space laws. Training provided to 2,238 officials from developing countries on the use of space technologies* assisted them in integrating space technology-based solutions to support sustainable economic and social development at the national level. Experience gained from promoting the ratification of the United Nations treaties on outer space has revealed the need for the United Nations to assist Member States by providing guidance in relation to depositing instruments of ratification.

2. Promotion of sustained economic growth and sustainable development*

17. *Millennium Development Goals.** The Millennium Development Goals have increasingly become the focus of the normative, analytical, operational and advocacy work of the United Nations in the development area,* comprising both the Secretariat, under the coordination of the Department of Economic and Social Affairs, and funds, programmes and specialized organizations and agencies under

the umbrella of the United Nations Development Group. The attainment of progress against the Millennium Development Goals has increasingly become a priority within national development policy frameworks, as reflected in the 60 poverty reduction strategy papers that have been submitted to the International Monetary Fund (IMF)* and the World Bank,* in many cases prepared with United Nations system assistance. The Inter-Agency and Expert Group on the Millennium Development Goal Indicators coordinates the efforts of United Nations entities and national statistical services, as well as regional and international statistical bodies from outside the United Nations system. To track global, regional and national progress, a system of monitoring and reporting has been put in place.* In addition to national and regional Millennium Development Goal reports, the *Millennium Development Goals Report 2005** contains statistics on targets and indicators associated with the Goals. It was supplemented by a number of regional and national reports,* which, along with capacity-building efforts, provided Government policymakers and other development stakeholders with the necessary monitoring tools and up-to-date assessments of the region's progress towards them.

18. *Sustainable development.** Two sessions of the Commission on Sustainable Development focused on substantive reviews of progress on the targets set at the World Summit on Sustainable Development in 2002 in the areas of water, sanitation and human settlements, and the Commission adopted policy decisions on practical measures and options to expedite the implementation of commitments in those areas. More than 100 ministers holding a broad range of portfolios attended the twelfth session of the Commission, and over 75 ministers attended the thirteenth session. An online database covering over 300 partnerships for sustainable development was established and is used widely.* In cooperation with the joint secretariat of the League of Arab States, the Economic and Social Commission for Western Asia (ESCWA) and the United Nations Environment Programme (UNEP) were instrumental in reaching a common Arab position for the thirteenth session of the Commission. The regional implementation plan for sustainable development in Asia and the Pacific was adopted for 2006-2010.

19. *Protecting the environment.** Several environmental agreements entered into force, including the Stockholm Convention on Persistent Organic Pollutants and the Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade. The first Conference of the Parties to the Stockholm Convention was held. Three out of five countries bordering the Caspian Sea have ratified the Convention for the Protection of the Marine Environment of the Caspian Sea. Negotiations on a protocol on emergency response in cases of oil spill have resulted in a text being agreed on in principle. UNEP legal training programmes contributed to the adoption in 18 countries of new laws strengthening existing legislation or harmonizing it with international standards. UNEP strengthened its worldwide network of partner institutions participating in its global collaborative assessment framework. Use of the UNEP website* increased by more than 75 per cent, to 6.2 million visits. In the Economic Commission for Europe (ECE), a second round of environmental performance reviews* was started, which showed that 80 per cent of the earlier ECE recommendations had been implemented by two countries. Two additional countries had their first review. There were 60 new ratifications and accessions to the five ECE environmental conventions, with 12 related protocols.

20. *Trade and globalization.** The number of users of the United Nations Conference on Trade and Development (UNCTAD) Debt Management Financial Analysis System programme* increased to 95 institutions in 65 countries. About 30 countries benefited from training in debt management, debt statistics and the development of debt strategies. Investment policy reviews were completed in Algeria, Benin, Brazil, Kenya and Sri Lanka, and follow-up assistance was given to 12 post-review countries. The Automated System for Customs Data (ASYCUDA) contributed to the accession of Estonia, Latvia, Lithuania and Slovakia to the European Union. Reductions in cargo clearance time by 66 to 96 per cent were reported in six countries having installed ASYCUDA. Advisory services and training were provided to a wide range of countries on investment promotion and other issues. Surveys indicated high levels of satisfaction with and use of most UNCTAD publications. The number of country networks* of the International Trade Centre UNCTAD/WTO (ITC) increased by 40 per cent, and the number of activities carried out by those networks in developing countries and countries with economies in transition increased more than threefold. The networks provide a platform for businesses to interact with trade negotiators and for small and medium-sized enterprises to access practical advice on how to benefit from the multilateral trading system.

21. *Transport.* The Intergovernmental Agreement on the Asian Highway Network entered into force on 4 July 2005. A draft of the Intergovernmental Agreement on the Trans-Asian Railway Network was finalized and is expected to be adopted shortly. A protocol of the Greater Mekong Subregion Cross-Border Transport Agreement has been signed by all six participating countries. A strategy and action plan for the development of the integrated international transport and logistics system for North-East Asia was adopted and is being implemented. The addition of 34 contracting parties to ECE legal instruments in transport contributed to greater harmonization of transport legislation in the pan-European area and beyond. The Agreement on International Railways in the Arab Mashreq entered into force, and a memorandum of understanding on maritime transport cooperation in the Arab Mashreq was signed.

22. *Least developed countries, landlocked developing countries and small island developing States.** Support was provided for the implementation of the Brussels Programme of Action for the Least Developed Countries* and the Programme of Action for the Sustainable Development of Small Island Developing States. The December 2004 tsunami highlighted the potential vulnerability of the small island developing States to natural disasters. The International Meeting to Review the Implementation of the Programme of Action for the Sustainable Development of Small Island Developing States,* held in January 2005, provided a venue for the international community to renew support for those countries.

23. *Human settlements.** Global campaigns on secure tenure* and urban governance* have raised awareness and, in some countries, led to changes at the policy and institutional levels. Initiatives in slum-upgrading and in water and sanitation are helping Governments to work towards achieving the Millennium Development Goals. Demand for United Nations Human Settlements Programme (UN-Habitat) services and operational activities has increased, thereby contributing to new norms and policies at the regional, national and local levels. Best practices for operationalizing global programmes and other initiatives were identified and promoted. Greater emphasis will be placed on fostering institutional capacity and

governance at the country level and on local leadership, equity and social inclusion, slum-upgrading, water and sanitation.

24. *HIV/AIDS.* The Joint United Nations Programme on HIV/AIDS (UNAIDS)* is working to ensure that prevention remains a priority. The Office of the United Nations High Commissioner for Refugees (UNHCR) became the tenth co-sponsoring organization of UNAIDS and adopted a three-year strategic plan to combat HIV/AIDS among returnees, refugees and other displaced persons. The United Nations Office on Drugs and Crime enhanced its efforts in the prevention of HIV/AIDS associated with drug abuse.* UNAIDS and the Department of Peacekeeping Operations are collaborating in efforts to make HIV prevention part of all United Nations peacekeeping operations. The Commission on HIV/AIDS and Governance,* chaired by the Executive Secretary of the Economic Commission for Africa (ECA), pursued further its rigorous agenda focused on Africa in three crucially interrelated areas: (a) the implications of sustained human capacity losses for the maintenance of State structures and economic development; (b) the technical, fiscal and structural viability of utilizing antiretroviral medication as an instrument of mitigation; and (c) synthesizing best practices in HIV/AIDS and governance in key development areas with the aim of formulating policies. Discussions were facilitated and measures adopted on the AIDS Programme Effort Index, which reported that 39 African countries had established national AIDS councils and national strategic plans.

3. Development of Africa*

25. Together with the United Nations Development Programme (UNDP), ECA participated in nine of the New Partnership for Africa's Development (NEPAD)* African peer review country support missions, as well as two follow-up support missions and three review missions. Approximately 190 coordination and cooperation initiatives and activities related to NEPAD were carried out with member countries. Over 15,000 mid-career and senior African officials from regional organizations and the public and private sectors were trained by UNCTAD, UNEP, UN-HABITAT, the Office of the United Nations High Commissioner for Human Rights (OHCHR), the United Nations Office on Drugs and Crime (UNODC), the Department of Economic and Social Affairs and ECA. The central challenge, however, remained ensuring that African Governments intensified their efforts to implement NEPAD and that development partners honoured their commitments to support Africa. This is an ongoing struggle despite the unprecedented mobilization of public opinion in support of Africa, such as that demonstrated in the lead-up to the Group of Eight Summit held in Gleneagles, United Kingdom of Great Britain and Northern Ireland, in July 2005.

26. Every year, United Nations agencies spend more than $3.6 billion on goods and services for humanitarian relief and development in Africa. However, only about 10 per cent of those supplies are procured in Africa. To address this issue, ITC organized encounters between suppliers and buyers of relief goods in Africa. During the biennium, 108 African enterprises were advised, visited, audited and selected for invitation to buyer/seller meetings. Preliminary information provided by participants suggests that this initiative is helping to increase the proportion of locally produced goods and services purchased by the United Nations in Africa. The Department of Economic and Social Affairs provided support to the Economic and Social Council ad hoc advisory groups on African countries emerging from conflict and provided

technical and advisory services in support of the NEPAD governance agenda, including the development of the Africa Governance Inventory web portal.* A survey showed that a high proportion of readers had very positive assessments of the Department of Public Information publication, *Africa Renewal*.*

27. Participants in the fourth African Development Forum* representing 53 countries established consensus on good governance practices and weaknesses in Africa and the measures needed to redress them. Capacity-development efforts of ECA assisted 28 Governments to formulate their national information and communication infrastructure policies and plans. The African Gender and Development Index* was used in 12 countries to determine gender disparities in the economic, social and political spheres and the level of women's empowerment. The United Nations is also contributing to the development of Africa through political negotiations, peacekeeping* and peacebuilding* activities and humanitarian assistance, as described in other sections of this overview.

4. Promotion and protection of human rights*

28. The Office of the United Nations High Commissioner for Human Rights* assisted 33 United Nations country teams in adopting a human rights approach, including the right to development, as an integral part of their respective five-year cooperation frameworks. The six OHCHR stand-alone offices* responded to human rights violations in armed conflicts in both promotion and protection roles. OHCHR assisted in the implementation of 45 programmes in the field. The number of United Nations agencies, funds, programmes, departments, entities and other major international organizations involved in joint programmes and other substantive collaborative arrangements with OHCHR increased to 22, as compared with 10 in the previous biennium. A challenge in further advancing the practical implementation of the right to development is to give the concept of mainstreaming a stronger substantive dimension and to develop more concrete methodological and operational tools for which the Office needs to gain more practical experience and know-how in partnership with United Nations agencies and other institutions. Future activities should address practical aspects of the right to development, preferably with a national perspective. The General Assembly in its 2005 World Summit Outcome (resolution 60/1) supported the OHCHR plan of action (A/59/2005/Add.3), which envisaged strengthening human rights engagement at the country level. The plan also set out for consideration by the meetings of States parties action points towards the creation of a unified standing treaty body. OHCHR, through technical cooperation programmes implemented in conjunction with non-governmental organizations (NGOs), has also extended its cooperation with civil society.

5. Effective coordination of humanitarian assistance efforts*

29. *The consolidated appeals process.** The biennium was characterized by large-scale natural disasters, including the Indian Ocean earthquake/tsunami in December 2004 and the large earthquake in Afghanistan, India and Pakistan in October 2005. Large complex emergencies affected millions of people in the Central African Republic, Chad, Côte d'Ivoire, the Democratic Republic of the Congo, the Sudan, Uganda and Zimbabwe. International support for relief and recovery operations in countries affected by the tsunami was generous to an unprecedented degree. The consolidated appeals process target for the biennium was for 65 per cent of consolidated appeals to be funded by 31 December 2005; total funding was expected

to surpass the target. Aggregate figures may hide severe inequities, however. Some countries, particularly in Africa, tend to receive only a fraction of the amount requested in the consolidated appeals process. Examples of this include the Central African Republic (38 per cent funded), Côte d'Ivoire (32 per cent) and Zimbabwe (11 per cent) among consolidated appeals in 2004, and Congo (38 per cent funded) and the Central African Republic (35 per cent) in 2005. In 2005, the General Assembly endorsed the upgrading of the Central Emergency Response Fund,* including an increase in its funding to $500 million, intended to jump-start emergency responses to sudden-onset disasters and new and ongoing emergencies, as well as to provide needed support for severely underfunded emergencies.

30. *Response to complex emergencies and natural disaster relief.* The Emergency Relief Coordinator of the Office for the Coordination of Humanitarian Affairs engaged in intensive advocacy campaigns that drew the world's attention to humanitarian crises. During the biennium, 407 situation reports and 63 appeals were issued by the Office in response to 147 natural, environmental and technological disasters worldwide. The United Nations Disaster Assessment and Coordination Team* mechanism was activated, dispatching teams of disaster management experts in response to 12 emergencies in 2004 and 10 emergencies, including the tsunami, in 2005. In response to the Indian Ocean earthquake and tsunami and the earthquake in Pakistan, United Nations civil-military coordination officers liaised with international military forces and governmental bodies on the provision of military assets to support relief efforts for needs identified by the civilian humanitarian community.

31. The Office for the Coordination of Humanitarian Affairs participated in task forces and interdepartmental working groups where political, security and peacekeeping considerations were integrated with the humanitarian response. The Office continues to have problems identifying emergency experts who can be mobilized on very short notice, despite having a roster of such experts, and in obtaining the authority to recruit, deploy and administer its field staff.

32. The public information and media outreach efforts of the Office have resulted in dozens of op-ed articles and hundreds of media interviews and newspaper articles in all regions of the world. The Office maintains three flagship websites for information exchange and the provision of reporting on and analysis of emergencies and natural disasters: ReliefWeb,* the Integrated Regional Information Network* and OCHAonline.* The Office staffed 13 field information offices and 5 humanitarian information centres, in Indonesia (Sumatra), Niger, Pakistan, Sri Lanka and the Sudan (Darfur). It has proved difficult, however, to elicit sufficient media and public interest in the early warning information generated by the Office. This was evident in the case of the Sahel locust invasion and the Niger food crisis, which, despite efforts at early warning, failed to elicit media and public response.

33. *Natural disaster reduction.* With the assistance of the Office for the Coordination of Humanitarian Affairs, over 40 UNDP country offices now programme support to national and local stakeholders in various aspects of disaster risk reduction. Support was provided to the second World Conference on Disaster Reduction, which adopted the Hyogo Framework for Action 2005-2015: Building the Resilience of Nations and Communities to Disasters. Through the disaster evaluations of the Economic Commission for Latin America and the Caribbean (ECLAC) and the dissemination of information, including a new disaster evaluation

manual,* the capacity of 337 officers from 114 Government institutions in 10 countries was enhanced, allowing them to prepare economic and social reconstruction programmes. The Economic and Social Commission for Asia and the Pacific (ESCAP) established a trust fund on tsunami early warning arrangements in the Indian Ocean and South-East Asia.

34. *Protecting and assisting refugees and displaced populations.** The consolidation of peace in a number of post-conflict areas allowed the return of refugees and displaced persons. UNHCR* estimates that some 3 million persons were repatriated voluntarily to their country of origin during the biennium. In 2004, the main countries of origin to which refugees returned were Afghanistan (940,000), Iraq (194,000), Angola (90,000), Burundi (90,000), Liberia (57,000), Sierra Leone (26,300), Somalia (18,000), Rwanda (14,100), the Democratic Republic of the Congo (13,800) and Sri Lanka (10,000). An additional 75,000 refugees were resettled in other countries with the assistance of UNHCR. However, violence continued in Darfur, and tensions in the Middle East, South America and the Balkans exacerbated protection and assistance problems. Detailed contingency plans with strategies designed to cope with the challenge posed by potential refugee emergencies were prepared for 10 countries in 2004 and for another 12 countries in 2005. During the biennium, UNHCR introduced new registration tools and related comprehensive training aimed at improving the collection of registration data. Involvement of UNHCR with United Nations country teams was strengthened.

35. *Palestinian refugees.* The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)* continued to provide education, health, relief and social and microfinance services to over 4 million registered Palestine refugees in Jordan, Lebanon, the Syrian Arab Republic, the West Bank and the Gaza Strip. UNRWA schools* achieved a pass rate of over 95 per cent, while limiting the dropout rate to only 1.2 per cent. Infant and child mortality rates remained at 22 per 1,000 live births and 24.4 per 1,000 children under three years.* Total fertility rates per reproductive woman declined from 3.5 in 2000 to 3.2 in 2005. The microfinance and microenterprise programme* doubled its outreach compared to the previous biennium, disbursing over 39,000 loans valued at $35 million. The repayment rate in Gaza remained above 90 per cent and the two branch offices, in Jordan and the Syrian Arab Republic now cover 100 per cent of their costs from the income generated by their loans.

6. Promotion of justice and international law*

36. The Relationship Agreement between the United Nations and the International Criminal Court entered into force on 4 October 2004. Pursuant to Security Council resolution 1593 (2005) on the situation in Darfur, the Secretary-General provided documents to the Prosecutor of the Court, including a sealed list of suspects received from the Chairman of the International Commission of Inquiry for Darfur.

37. The Office of Legal Affairs* provided advice setting out the legal implications of the Khmer Rouge trials, the International Tribunal for the Former Yugoslavia,* the International Criminal Tribunal for Rwanda,* the Special Court for Sierra Leone and the independent international investigation into the assassination of former Lebanese prime minister Rafik Hariri. Several legal instruments were completed, including the United Nations Convention on Jurisdictional Immunities of States and Their Property, the International Convention for the Suppression of Acts of Nuclear

Terrorism and the Optional Protocol to the Convention on the Safety of United Nations and Associated Personnel. There was significantly greater participation of States and civil society in the United Nations Open-ended Informal Consultative Process on Oceans and the Law of the Sea.

38. The Office of Legal Affairs provided legal advice and assistance on a broad range of activities, including the winding down of the oil-for-food programme and questions relating to the Independent Inquiry Committee.* The General Legal Division resolved $31.8 million worth of claims against the United Nations. Much substantive work performed throughout the Secretariat (on such matters as the protection of refugees, the global environment and international drug control) contributed to the development of international legal instruments, norms and standards in the specialized areas of concern.

7. Disarmament*

39. The General Assembly adopted the International Instrument to Enable States to Identify and Trace, in a Timely and Reliable Manner, Illicit Small Arms and Light Weapons. The Nairobi Action Plan for 2005-2009 was adopted by the States parties to the Mine-Ban Convention at the first Review Conference. A nuclear-weapon-free-zone treaty* and the protocol thereto was adopted by the five participating Central Asian States. The Small Arms and Light Weapons Administrative System,* developed by the Department for Disarmament Affairs, was used by a number of countries in Latin America in reporting on the implementation of the Inter-American Convention against the Illicit Manufacturing of and Trafficking in Firearms, Ammunition, Explosives and Other Related Materials. Other areas saw little or no progress: in May 2005 the Review Conference of the Parties to the Treaty on the Non-Proliferation of Nuclear Weapons failed to reach agreement on any substantive issues; the Conference on Disarmament remains deadlocked; the Comprehensive Nuclear-Test-Ban Treaty, which was opened for signature in 1996, still requires further efforts for its entry into force.

40. The main challenges continue to be promoting effective implementation of and verification and compliance with existing arms control and disarmament agreements; securing the financial viability of the regional centres; and promoting gender balance in the composition of Government expert groups on disarmament issues. Despite fund-raising efforts for the three regional centres for peace and disarmament, success was achieved mainly at the one for Latin America and the Caribbean.* Most donors were not ready to make financial contributions in support of the operational costs of the regional disarmament centres, which most acutely affected the centre for Africa.* The dissemination of information through electronic media will be further improved through more regular updating and maintenance of the Department's websites* and other electronic information material.

8. Drug control, crime prevention* and combating international terrorism*

41. The three drug control conventions* are approaching universal acceptance: the Single Convention on Narcotic Drugs now has 180 States parties, the Convention on Psychotropic Substances has 179 States parties and the Convention against Illicit Traffic in Narcotic Drugs and Psychotropic Substances has 179 States parties. Ninety-one States parties to the drug control conventions designated national authorities for mutual legal assistance, extradition and cooperation to suppress illicit

trafficking at sea. Activities were conducted to facilitate the adoption or enhancement of demand-reduction strategies, the use of harmonized or standardized methodologies and key indicators, regional and international cooperation in supply reduction, the flow of information between participating States and the improved capacity of national drug and precursor testing laboratories.

42. The United Nations Convention against Corruption* entered into force with 113 signatures and 34 ratifications. The Protocols to the United Nations Convention against Transnational Organized Crime* on the smuggling of migrants and on illicit trafficking in firearms have entered into force. Through the provision of legal expertise and the promotion of regional and subregional cooperation, 90 countries have enhanced their concerted action against international terrorism* and more than 30 countries have either passed new anti-terrorism legislation or have draft legislation in progress.

43. Lessons learned indicate the need to develop a single indicator to compare the impact of illicit drug production, trafficking and abuse on different countries. Also, the reorganization and integration of the Centre for International Crime Prevention and the United Nations International Drug Control Programme have created a number of procedural, technical and governance issues that will have to be addressed in the next biennium. The main challenges are to replace the sectoral (supply and demand or production, trafficking and abuse) and geographical (countries, subregions) divisions that have customarily been applied with an integrated and unified approach on a genuinely global scale.

9. Strengthening the United Nations

44. *Reform.** Reviews of the oil-for-food programme and procurement processes revealed significant problems. Transparency, integrity and accountability have been addressed through the establishment of an ethics office,* the introduction of a whistleblower protection policy* and the extension of financial disclosure requirements. In the area of administration of justice, the time lag between the submission of appeals and their final disposition has been reduced by 22 per cent since the previous biennium. The Secretary-General reported that most of the reform elements proposed in 2002 had been implemented, resulting in a shorter, more efficient cycle of planning and budgeting for the biennium 2006-2007 and a reduction in the quantity of reports and meetings (A/60/1, para. 242). A new client service centre has provided United Nations staff and retirees with a one-stop centre for information on and resolution of all payroll, tax, insurance and related entitlement issues. A human resources management reform plan has been pursued over the past six years. New information technology applications have been developed or supported in the areas of correspondence tracking, medical management, inventory control and tracking of internal oversight recommendations. Improvements in the cost and efficiency of travel services have been achieved, with savings realized in the form of airline discounts of 25 per cent compared to 21 per cent in the previous biennium. The delay in implementation of the capital master plan* is rendering maintenance of the Headquarters building ever more difficult. Without the possibility of effecting major improvements, the Organization is left with makeshift repairs and is vulnerable to major breakdowns. The ageing of the building and the postponement of major infrastructure upgrades have caused a number of service malfunctions during the biennium.

45. A package of Secretariat reform was proposed in 2005, which included a review of all mandates more than five years old, a buyout of staff whose skills no longer match the needs of the Organization and a review of budgetary and human resources rules (A/60/1, para. 248). A more comprehensive reform proposal was introduced by the Secretary-General in March 2006, in which he observed that "previous reform efforts, while generating some significant improvements, had sometimes addressed the symptoms rather than the causes of the Organization's weaknesses and had failed to adequately address new needs and requirements" (A/60/692 and Corr.1, Summary).

46. *Security of United Nations staff.* Minimum operating security standards were established (A/59/1, para. 220) and a Department of Safety and Security* was created, responsible for the safety and security of more than 100,000 staff with an estimated 300,000 dependants at more than 150 duty stations worldwide.

47. *Public information.* Website usage for both the main United Nations website and local language sites in the field has increased by 50 per cent since 2003. The number of subscribers to the United Nations e-mail news service has almost doubled in the past two years; subscribers are located in 130 countries. In an endeavour to more closely align the work of the Department of Public Information with user needs, the number of surveys of target audiences has doubled over the previous biennium. Polls conducted over the past two years have shown that support for the Organization has faltered. However, the polls also showed that most people around the world want a United Nations that is stronger. A regional information hub was established in Brussels in January 2004, replacing nine under-resourced and disparate centres located throughout Western Europe. Further efforts to consolidate the network of information centres in other regions were attempted, but obstacles made it impossible to create hubs in other regions comparable to the Western European model.

48. *Internal oversight.** The rate of implementation of OIOS recommendations improved, with 50 per cent having been implemented after the first 12 months of the biennium as at 30 June 2005, compared to 33 per cent as at 30 June 2003. The Internal Audit Division made recommendations for savings and recoveries that were almost 50 per cent over the target of $45 million set for the biennium. The General Assembly, after its five-year review of the mandate of OIOS, launched an external review of oversight bodies in December 2005. More timely and effective programme performance monitoring was achieved. Performance reporting by programme managers was supported by advisory notes, an online training course on results-based performance management* and a glossary of monitoring and evaluation terms.*

B. Delivery of outputs and resource utilization

49. Outputs are defined as final products or services delivered by a programme to end-users in order to achieve its objectives (ST/SGB/2000/8, annex). Implementation reporting below covers quantifiable outputs in six categories: (a) substantive servicing of meetings; (b) parliamentary documentation; (c) expert groups, rapporteurs and depository services; (d) recurrent publications; (e) non-recurrent publications; and (f) other substantive activities (such as exhibits, booklets, special events, technical material, fact-finding and special missions,

promotion of legal instruments, etc.). The distinct feature of quantifiable outputs is that they are clearly described and quantified in the programme budget and their implementation can thus be unambiguously monitored. Other activities produce non-quantifiable outputs: their numbers are not defined in the programme budget because they can be neither planned nor predicted precisely, as they either depend on requests of the Governments or represent the provision of services the scope of which is uncertain. Those outputs are reflected in the programme budget in a descriptive manner, without identification of specific products or their quantity. As a result, it is not possible to report their implementation rates, but they nevertheless comprise a significant part of the Secretariat's work and resources. Examples of such outputs include advisory services, training courses, field projects, conference services, administration and the like. These non-quantifiable outputs are not reflected in the implementation reporting that follows, but they are factored into the analysis of resource utilization as well as in the reporting on the implementation of expected accomplishments. The total number of non-quantifiable outputs delivered is also reported in section 6, Technical cooperation delivery, below.

50. The inventory of programmed outputs subject to implementation reporting is based on the proposed programme budget for the biennium 2004-2005, as amended by the General Assembly in its resolution 58/270. The budget contained 28,406 programmed outputs. With 643 outputs carried over from 2002-2003, the number of planned outputs came to 29,049. Together with 2,374 outputs added during the biennium by legislative bodies, the number of mandated outputs due for implementation in 2004-2005 amounted to 31,423. Furthermore, 1,707 outputs were added to the workload and implemented at the initiative of the Secretariat, resulting in the total number of 33,130 quantifiable outputs. The implementation of those outputs is shown in table 1 (which does not include those budget sections having only non-quantifiable outputs), and is available in more detail in the output implementation tables for budget sections (see chap. II below).

1. Implementation rates

51. During the biennium, 25,393 outputs were completed as planned and 554 outputs were completed after reformulation[2] (both are considered as having been implemented); 2,374 outputs added by legislation and 1,707 outputs added by the Secretariat were also implemented. A total of 537 outputs were postponed to the next biennium and 2,565 outputs were terminated. Postponements and terminations of outputs occurred either by legislative decisions or at the discretion of programme managers.[3]

52. Depending on the workload base, the output implementation rate can be calculated in three different ways. The first calculation (I_M)[4] shows the percentage of all mandated outputs (those initially programmed plus those carried over plus those added by legislation) that were implemented. The second calculation (I_T)[5] shows the implementation of the total of all outputs, being the sum of mandated

[2] An output is considered to have been reformulated when its description as cited in the programme budget has been modified, but it continues to address the subject matter of the originally programmed output.

[3] In accordance with ST/SGB/2000/8, rule 106.2 (b).

[4] This implementation rate was referred to as I_1 in A/59/69.

[5] This implementation rate was referred to as I_2 in A/59/69.

outputs and those added by the Secretariat. Finally, the third formula ($I_{T/P}$)[6] is the ratio of all implemented outputs (programmed, carried over, reformulated and added by legislation and by the Secretariat) to the outputs initially programmed in the 2004-2005 budget. This latter formula shows how much was delivered by a particular programme compared to what was programmed at the outset of the biennium. The reasoning behind this formula is that while budgetary resources were provided to deliver the outputs programmed, developments during the biennium may have resulted in additions to the workload that had to be implemented within available resources. This implementation rate, therefore, reflects the intensity of work involved in achieving results in the different organizational entities. The data in the "number of outputs" column in table 1 shows the sum of quantifiable outputs that were initially programmed, carried over and added by either legislation or the Secretariat.

[6] This implementation rate was referred to as I_1 in A/59/69.

Table 1
Implementation rates by programme budget section[a]

Section		Number of outputs	Implementation rates (percentage)		
			I_M	I_C	I_{C+}
2	General Assembly affairs and conference services	2 590	89	89	103
3	Political affairs	1 728	95	95	97
4	Disarmament	2 619	59	59	71
5	Peacekeeping operations	670	100	100	104
6	Peaceful uses of outer space	550	94	97	175
8	Legal affairs	2 077	97	97	121
9	Economic and social affairs	3 184	93	93	108
10	Least developed countries, landlocked developing countries and small island developing States	137	80	88	146
11	United Nations support for the New Partnership for Africa's Development	143	91	92	125
12	Trade and development	1 435	91	91	112
13	International Trade Centre UNCTAD/WTO	351	93	95	137
14	Environment	671	92	93	130
15	Human settlements	504	93	93	151
16	Crime prevention and criminal justice	395	82	83	91
17	International drug control	901	85	85	91
18	Economic and social development in Africa	414	93	93	110
19	Economic and social development in Asia and the Pacific	975	96	96	98
20	Economic development in Europe	4 001	91	91	107
21	Economic and social development in Latin America and the Caribbean	672	96	96	118
22	Economic and social development in Western Asia	220	89	90	118
24	Human rights	4 391	93	93	116
25	Protection of and assistance to refugees	737	99	99	99
27	Humanitarian assistance	1 454	97	97	98
28	Public information	324	97	98	112
29A	Office of the Under-Secretary-General for Management	348	100	100	101
29B	Office of Programme Planning, Budget and Accounts	1 291	92	92	95
29C	Office of Human Resources Management	231	98	98	98
29E	Administration, Geneva	3	100	100	100
29F	Administration, Vienna	3	100	100	100
30	Internal oversight	111	99	99	110
	Total	**33 130**	**90**	**91**	**106**

[a] Quantifiable outputs only.

53. The 90 per cent implementation rate for mandated outputs (I_M) was 6 percentage points higher than the 2002-2003 rate of 84 per cent. The total implementation rate (IT) was 91 per cent compared to 85 per cent in the previous biennium. This is the highest implementation rate achieved by the Secretariat.[7] This indicates that there was more realistic planning and more effective use of resources in implementing outputs. Of the 30 budget sections listed in table 1, 25 achieved the total implementation rate of 90 per cent or higher and 4 had rates between 80 and 89 per cent.

54. Only section 4, Disarmament, had implementation rates noticeably below the average — 59 per cent (although still higher than the 2002-2003 rate of 53 per cent). This was because the Department for Disarmament Affairs had the largest absolute and relative number of output terminations (1,026), which accounted for 47 per cent of its programmed outputs and 40 per cent of all Secretariat terminations. Legislative terminations accounted for 946, or 92 per cent, of the Department's terminations and were almost entirely due to the cancellation of meetings of intergovernmental bodies, such as, for example, the Conference on Disarmament, that either shortened their sessions or were unable to agree on their programme of work. Consequently, no ad hoc committees or working groups were established and hundreds of outputs programmed in their support had to be terminated. As the decision to convene or cancel a meeting or series of meetings rests entirely with the Member States, the Department had little opportunity to anticipate or control such terminations.

55. Another 5 per cent of the Department's terminations were due to the decision by management to rationalize the production of publications in line with the Secretary-General's initiative to eliminate obsolete and redundant outputs and to streamline the production of political briefs, assessments and analyses. The shortage of earmarked extrabudgetary resources accounted for 3 per cent of the terminations. The cumulative impact was a low implementation rate, which reflects the difficulty of foreseeing with reasonable reliability the schedules of work of the intergovernmental bodies that the Department serves, as well as the fact that initiatives to rationalize the programme of work have a technically negative impact on implementation rates.

56. It should be noted that if the outputs terminated by legislative action are excluded from the calculation (since the legislative terminations are beyond the control of the Secretariat), the implementation rate of the Department for Disarmament Affairs would increase to 95 per cent. Similarly, if all legislatively terminated outputs are deducted from the calculation in all departments and offices, the overall implementation rate for the Secretariat would rise from 91 to 95 per cent. Approximately 59 per cent of all terminations are legislative and fall under either "substantive servicing of meetings" or "parliamentary documentation". Total implementation rates by category of output are provided in the online version of the report.

57. As explained above, the indicator (I_{TP}) is the ratio of all implemented outputs to the outputs initially programmed. It reflects the resourcefulness and ability of departments and offices to cope with unforeseen circumstances, as well as the

[7] The implementation rates for previous bienniums were as follows: 2001-2002, 84 per cent (A/57/62, table 1); 1999-2000, 89 per cent (A/55/73, table 1); 1996-1997, 80 per cent (A/53/122, table 1); and 1994-1995, 75.5 per cent (ibid.).

difficulties and uncertainties involved in attempting to plan output delivery with a reliable degree of precision two to three years in advance. Emerging issues and changing priorities may require the delivery of additional outputs. The Secretariat-wide average (I_{TP}) implementation rate was 106 per cent, with 16 budget sections being above that level and 14 being below it. This was higher than the similar average implementation rate for the previous biennium, which stood at 102 per cent. This increase indicates the ability and flexibility of programme managers to respond to unexpected programmatic demands and to achieve higher programme delivery results.

2. Additions

58. During the biennium, 4,081 outputs were added to the programme of work by either intergovernmental bodies or the Secretariat and were implemented. Compared to the total planned outputs, the level of additions was lower than in previous bienniums: 14 per cent against 17 per cent in 2002-2003 and 15 per cent in 2001-2002. As in previous bienniums, more than half — 58 per cent — of the additions were introduced by intergovernmental bodies, mostly in two categories of outputs: parliamentary documentation (28 per cent) and substantive servicing of meetings (22 per cent). Of the additions by the Secretariat, 60 per cent were accounted for by recurrent (7 per cent) and non-recurrent publications (14 per cent) and other substantive activities (39 per cent). The data on added outputs is set out in table 2 for relevant sections. Total additions by category of output are provided in the online version of the report.

Table 2

Reasons for the addition of outputs, by programme budget section

Section		Total added	Reason for addition				
			Legislation	Secretariat			
				Total	Programmatic	Availability of extrabudgetary funds	Percentage[a]
2	General Assembly affairs and conference services	344	236	108	108	—	15
3	Political affairs	14	14	—	—	—	—
4	Disarmament	416	381	35	14	21	19
5	Peacekeeping operations	22	21	1	—	1	3
6	Peaceful uses of outer space	240	12	228	227	1	77
8	Legal affairs	260	217	43	42	1	14
9	Economic and social affairs	373	303	70	58	12	13
10	Least developed countries, landlocked developing countries and small island developing States	55	5	50	48	2	67
11	United Nations support for the New Partnership for Africa's Development	32	14	18	18	—	29
12	Trade and development	191	119	72	63	9	15
13	International Trade Centre UNCTAD/WTO	108	—	108	82	26	44
14	Environment	155	40	115	95	20	30
15	Human settlements	183	34	149	78	71	57
16	Crime prevention and criminal justice	36	29	7	2	5	10
17	International drug control	36	10	26	26	—	4
18	Economic and social development in Africa	43	10	33	7	26	12
19	Economic and social development in Asia and the Pacific	14	5	9	8	1	1
20	Economic development in Europe	509	422	87	86	1	15
21	Economic and social development in Latin America and the Caribbean	95	12	83	62	21	16
22	Economic and social development in Western Asia	46	20	26	26	—	26
24	Human rights	814	435	379	372	7	23
27	Humanitarian assistance	5	—	5	—	5	—
28	Public information	29	2	27	25	2	10
29A	Office of the Under-Secretary-General for Management	3	3	—	—	—	—
29B	Office of Programme Planning, Budget and Accounts	46	18	28	28	—	4
29C	Office of Human Resources Management	1	1	—	—	—	—
30	Internal oversight	11	11	—	—	—	11
	Total	**4 081**	**2 374**	**1 707**	**1 475**	**232**	**14**

[a] Additions as percentage of total quantifiable outputs programmed and carried over.

59. Seven budget sections: General Assembly affairs and conference services, Disarmament, Peaceful uses of outer space, Economic and social affairs, Legal affairs, Economic development in Europe and Human rights, accounted for 72 per cent of all additional outputs. In those seven sections, 67 per cent of additions were introduced by legislative bodies and only in one section, Peaceful uses of outer space, did additions because of legislation account for less than 10 per cent of total additions.

3. Postponements

60. Out of the 33,130 mandated outputs, 537, or 1.6 per cent, were postponed compared to 643 outputs, or 1.9 per cent, in 2002-2003 and 2.3 per cent in 2000-2002, a downward trend corresponding to an increase in implementation rates. An output is considered "postponed" if, irrespective of its stage of completion, it was not delivered to primary users by the end of the biennium, even if it is expected to be issued at the beginning of the subsequent biennium. Many documents and publications that were postponed for programmatic reasons have been scheduled for delivery in the first six months of 2006. As in the previous period, the postponements mainly concerned publications and other substantive outputs such as booklets, wallcharts, information kits, special events and technical materials, which jointly accounted for 84 per cent of the postponed outputs. The information on total postponements by major category of output is available in the online version of the report.

61. In paragraph 17 of General Assembly resolution 59/275, the General Assembly requested detailed information on reasons for the less-than-full implementation of programmed outputs, or the postponement and termination thereof. Table 3 provides the main reasons for the postponement of outputs by section of the programme budget, and table 4 provides the main reasons for termination.* Additional details on the specific reasons for the postponement of programmed outputs are available in the online version of the report.

Table 3
Reasons for the postponement of outputs, by budget section

Section		Total postponed	Reason for postponement					
			Legislation	Programmatic	Regular budget vacancy	Extra-budgetary vacancy	Shortage of extra-budgetary funds	Percentage[a]
2	General Assembly affairs and conference services	1	—	—	—	—	1	—
3	Political affairs	63	—	62	—	—	1	4
4	Disarmament	38	—	8	—	—	30	2
8	Legal affairs	30	4	26	—	—	—	2
9	Economic and social affairs	52	—	33	16	—	3	2
10	Least developed countries, landlocked developing countries and small island developing States	2	—	2	—	—	—	2
11	United Nations support for the New Partnership for Africa's Development	7	—	4	3	—	—	6
12	Trade and development	53	1	38	7	—	7	4
13	International Trade Centre UNCTAD/WTO	9	—	8	—	—	1	4
14	Environment	34	—	28	—	1	5	7
15	Human settlements	34	—	26	—	—	8	11
16	Crime prevention and criminal justice	38	20	17	—	—	1	11
17	International drug control	27	—	25	—	2	—	3
18	Economic and social development in Africa	16	—	15	1	—	—	4
19	Economic and social development in Asia and the Pacific	13	—	13	—	—	—	1
20	Economic development in Europe	63	3	57	—	2	1	2
21	Economic and social development in Latin America and the Caribbean	5	—	4	—	—	1	—
22	Economic and social development in Western Asia	5	—	5	—	—	—	3
24	Human rights	32	—	29	—	—	3	—
27	Humanitarian assistance	2	—	2	—	—	—	—
28	Public information	7	—	7	—	—	—	2
29A	Office of the Under-Secretary-General for Management	—	—	—	—	—	—	—
29B	Office of Programme Planning, Budget and Accounts	1	1	—	—	—	—	—
29C	Office of Human Resources Management	5	1	3	1	—	—	2
	Total	**537**	**30**	**412**	**28**	**5**	**62**	**2**

[a] Postponements as percentage of total quantifiable outputs programmed and carried over.

4. Terminations

62. Altogether, 2,565 or 7.7 per cent, of the 33,130 total outputs were terminated, compared to 4,324 outputs, or 13 per cent, terminated in 2002-2003 and 14.7 per cent in 2000-2001. This downward trend in terminations mirrors the increase in implementation rates. Legislative decisions accounted for 61 per cent of terminations compared to 51 per cent during the last biennium; terminations at the discretion of programme managers accounted for 35 per cent compared to 45 per cent in the last biennium; and 4 per cent were due to vacancies and shortage of extrabudgetary resources. Altogether, 903 outputs were terminated for programmatic reasons compared to 1,936 in the previous biennium, a 47 per cent decrease. Continuing the trend of previous bienniums, 81 per cent of all terminations were in the categories of substantive servicing of meetings and parliamentary documentation, often representing efforts to streamline or rationalize meeting and publication schedules. Additional details on terminations by output category are available in the online version of the report.

63. The reasons for the termination of outputs are reported in table 4. In accordance with paragraph 17 of General Assembly resolution 59/275, details about the reasons for the termination of programmed outputs are available online. As in the previous biennium, four budget sections, General Assembly affairs and conference services, Disarmament, Economic development in Europe and Human rights, accounted for 72 per cent of all terminated outputs compared to 68 per cent in the last biennium. Out of 1,856 outputs terminated in those four sections, 71 per cent were terminated by legislative decision, 26.5 per cent for programmatic reasons and about 2.5 per cent owing to vacancies and the shortage of extrabudgetary funds. The reasons for terminations in section 4, Disarmament, are explained above. In the three other sections, 90 per cent of the terminations were due to the cancellation or streamlining of initially scheduled meetings and related documentation. The remaining terminations were due to the refocusing of priorities in the light of new or emerging issues that needed to be addressed and were in support of the results to be achieved and in line with the Secretary-General's policy on streamlining reporting, which compelled programme managers to review the programme of work to determine what outputs could be subsumed elsewhere. Additional data on terminations by output category for the Department for Disarmament Affairs, the Department for General Assembly and Conference Management, ECE and OHCHR can be found in the online version of the report.

Table 4
Reasons for the termination of outputs, by budget section

Section		Total terminated	Reason for termination					
			Legislation	Programmatic	Regular budget vacancy	Extra-budgetary vacancy	Shortage of extra-budgetary funds	Percentage[a]
2	General Assembly affairs and conference services	274	144	130	—	—	—	12
3	Political affairs	31	29	2	—	—	—	2
4	Disarmament	1 026	946	49	—	—	31	47
5	Peacekeeping operations	1	—	1	—	—	—	—
6	Peaceful uses of outer space	19	2	17	—	—	—	6
8	Legal affairs	26	7	18	1	—	—	1
9	Economic and Social affairs	166	25	137	2	—	2	6
10	Least developed countries, landlocked developing countries and small island developing States	15	5	10	—	—	—	18
11	United Nations support for the New Partnership for Africa's Development	4	—	4	—	—	—	4
12	Trade and development	76	15	40	4	—	17	6
13	International Trade Centre UNCTAD/WTO	8	—	8	—	—	—	3
14	Environment	10	—	9	—	—	1	2
15	Human settlements	3	—	3	—	—	—	—
16	Crime prevention and criminal justice	31	—	28	—	—	3	9
17	International drug control	106	54	50	2	—	—	12
18	Economic and social development in Africa	11	—	8	—	—	3	3
19	Economic and social development in Asia and the Pacific	27	1	19	4	—	3	3
20	Economic development in Europe	279	67	202	—	7	3	8
21	Economic and social development in Latin America and the Caribbean	19	3	10	5	—	1	3
22	Economic and social development in Western Asia	16	—	16	—	—	—	9
24	Human rights	267	158	106	—	—	3	7
25	Protection of and assistance to refugees	4	—	—	—	—	4	—
27	Humanitarian assistance	41	12	21	—	—	8	3
28	Public information	1	—	1	—	—	—	—
29B	Office of Programme Planning, Budget and Accounts	103	89	14	—	—	—	8
30	Internal oversight	1	1	—	—	—	—	1
	Total	**2 565**	**1 558**	**903**	**18**	**7**	**79**	**9**

[a] Terminations as percentage of total quantifiable outputs programmed and carried over.

5. Outputs carried over

64. Table 5 shows the status of implementation of 643 outputs that were programmed in 2002-2003 but postponed to 2004-2005. Of those, 71 per cent were implemented, 10 per cent were further postponed and 19 per cent were terminated. Among those terminated, 24 per cent related to substantive servicing of meetings and 73 per cent were publications and other substantive activities. More consistency in implementing postponed publications is necessary, as 55 out of 65 outputs postponed over two bienniums belong to this category. The table of outputs carried over by category is available online.

Table 5
Status of outputs carried over, by budget section

Section		*Carried forward from 2002-2003*	*Status of implementation*		
			Implemented	*Postponed to 2006-2007*	*Terminated*
2	General Assembly affairs and conference services	1	—	1	—
3	Political affairs	38	16	22	—
4	Disarmament	19	4	—	15
5	Peacekeeping operations	2	2	—	—
6	Peaceful uses of outer space	6	6	—	—
8	Legal affairs	144	132	2	10
9	Economic and social affairs	77	56	5	16
11	United Nations support for the New Partnership for Africa's Development	5	2	—	3
12	Trade and development	75	56	11	8
14	Environment	33	25	2	6
15	Human settlements	11	9	1	1
16	Crime prevention and criminal justice	2	—	2	—
17	International drug control	20	9	6	5
18	Economic and social development in Africa	20	14	2	4
19	Economic and social development in Asia and the Pacific	10	8	—	2
20	Economic development in Europe	61	32	8	21
21	Economic and social development in Latin America and the Caribbean	28	26	1	1
22	Economic and social development in Western Asia	6	6	—	—
24	Human rights	54	29	2	23
25	Protection of and assistance to refugees	—	—	—	—
26	Palestine refugees	—	—	—	—
27	Humanitarian assistance	16	13	—	3
28	Public information	14	13	—	1
29B	Office of Programme Planning, Budget and Accounts	1	1	—	—
	Total	**643**	**459**	**65**	**119**

6. Technical cooperation delivery

65. Technical cooperation outputs comprise four categories: (a) advisory services; (b) training courses, seminars and workshops; (c) fellowships and grants; and (d) field projects. They are non-quantifiable, as their number could not be established precisely at the beginning of the biennium because they were to be delivered "on demand" by Governments or as and when funding became available. Thus, calculation of implementation rates is not possible, and table 6 below shows the nominal volume technical cooperation outputs implemented.

66. It should be noted that, while the statistics provided below correspond to the technical cooperation categories of the narratives of the respective budget fascicles, such narratives were not always in line with the definition of technical cooperation as outputs benefiting the Member States. Some narratives combined technical cooperation outputs that were delivered to both external beneficiaries and internal ones — such as departments and staff of the United Nations. For example, while budget section 8, Legal affairs, has the highest number of technical cooperation outputs — 6,581 — implemented in the biennium, 84 per cent of them (5,514) relate to the provision of internal advisory services such as advice on administrative policies and procedures (432 outputs); advice on contracts, procurement, insurance and intellectual property issues (1,031 outputs); and advice on human resources management matters (822 outputs). Only 16 per cent of the technical cooperation outputs implemented by the Office of Legal Affairs directly benefited Member States. The Departments for General Assembly and Conference Management, Public Information and Management are also the departments that essentially focus on delivering these outputs to internal clients. In the opinion of OIOS, there is a need to ensure the consistent and uniform treatment of technical cooperation outputs for the Secretariat as a whole.

67. The beneficiaries of technical cooperation outputs in other budget sections were Member States. For instance, all 4,572 such outputs of the International Trade Centre UNCTAD/WTO (sect. 13), including 3,606 advisory services on the assessments of export potential, the development of export strategies and the promotion of trade information services and networks, market analysis and so on directly benefited Governments and institutions at the national, subregional and regional levels. The same is true for the regional commissions, the Office for the Coordination of Humanitarian Affairs, UNEP, UNHCR, OHCHR and others. UNRWA represents a special case, as its entire work directly benefits Palestine refugees.

68. The total number of technical cooperation outputs implemented during the biennium was 20,191, 27 per cent higher than in the previous biennium.[8] Altogether, 14,308 advisory services were provided and 4,715 missions were undertaken in support of those advisory services, a 23 per cent increase over the previous biennium. The Department of Peacekeeping Operations, the Office of Legal Affairs, UNCTAD, ITC, UNODC and ECLAC accounted for 88 per cent of all advisory services implemented. That share decreases to 81 per cent if advisory services delivered to internal clients are excluded. A total of 176,320 Government officials and representatives from subregional, regional and national entities benefited from

[8] The total number of technical cooperation outputs in the previous biennium was 15,853: 11,677 advisory services, 2,217 training courses, 410 fellowships and grants and 1,599 projects (source: IMDIS records for 2002-2003).

capacity-building through 3,546 training courses, seminars and workshops, 83 per cent of which were delivered by nine departments and offices: UNCTAD, ITC, UNEP, UN-Habitat, ECLAC, ESCAP, OHCHR, the Office for the Coordination of Humanitarian Affairs and the Department of Public Information. There were an average of 50 trainees per technical cooperation training output. The number of technical cooperation projects delivered to beneficiaries increased by 21 per cent, from 1,599 in 2002-2003 to 1,928 in 2004-2005. Four budget sections, Economic and social affairs, International Trade Centre UNCTAD/WTO, Trade and development and Humanitarian assistance, implemented 71 per cent of those projects. Three departments and offices, the Department of Economic and Social Affairs, ESCAP and OHCHR, granted 76 per cent of the 409 fellowships.

69. If internal delivery of advisory services, training and projects is not counted, then six entities — ITC, UNHCR, UNCTAD, ECLAC, the Department of Peacekeeping Operations and UNEP — are the most technical cooperation-intensive, followed closely by UNODC, UN-Habitat and the Department of Economic and Social Affairs. Those nine programmes delivered 81 per cent of technical cooperation outputs during the biennium.

Table 6
Summary of technical cooperation outputs delivered in 2004-2005

Section		Total outputs	Advisory services		Training		Projects implemented	Fellowships provided
			Services provided	Missions	Courses	Participants		
2	General Assembly affairs and conference services	74	7	—	67	1 113	—	—
3	Political affairs	62	—	—	6	106	49	7
4	Disarmament	50	9	5	39	1 124	2	—
5	Peacekeeping operations	780	750	—	—	—	30	—
6	Peaceful uses of outer space	73	33	—	22	2 055	10	8
8	Legal affairs	6 581	6 496	39	60	2 227	1	24
9	Economic and social affairs	564	203	185	63	2 323	185	113
10	Least developed countries, landlocked developing countries and small island developing States	2	—	—	2	104	—	—
11	United Nations support for the New Partnership for Africa's Development	1	1	1	—	—	—	—
12	Trade and development	1 092	509	451	379	13 844	204	—
13	International Trade Centre UNCTAD/WTO	4 572	3 606	2 031	762	33 690	204	—
14	Environment	638	393	408	221	10 632	24	—
15	Human settlements	513	229	268	170	9 260	114	—
16	Crime prevention and criminal justice	151	86	86	19	3 500	46	—
17	International drug control	601	529	74	37	1 248	6	29
18	Economic and social development in Africa	371	203	215	62	2 225	82	24
19	Economic and social development in Asia and the Pacific	306	30	30	169	7 367	44	63
20	Economic development in Europe	207	92	92	92	6 985	23	0
21	Economic and social development in Latin America and the Caribbean	838	640	622	160	5 348	32	6
22	Economic and social development in Western Asia	66	—	—	24	1 188	42	—
24	Human rights	543	171	139	235	14 065	2	135
25	Protection of and assistance to refugees	1 133	20	20	343	11 021	770	—
27	Humanitarian assistance	172	38	54	76	42 112	58	—
28	Public information	541	53	—	488	5 896	—	—
29A	Office of the Under-Secretary-General for Management	6	—	—	6	133	—	—
29B	Office of Programme Planning, Budget and Accounts	210	210	—	—	—	—	—
29D	Office of Central Support Services	44	—	—	44	2 003	—	—
	Total	**20 191**	**14 308**	**4 715**	**3 546**	**179 569**	**1 928**	**409**

70. Apart from technical cooperation, it should be mentioned that 1,791 outputs were delivered under the activity type "conference services, administration, oversight", which includes services and outputs related to overall administration and management, central support services, documentation and publication services, programme planning, budget and accounts, oversight and conference services.

7. Resource utilization

71. Since it was not possible to incorporate financial performance information into the present report, the same proxy measure of resource utilization was used as in previous bienniums, namely Professional staff work-months, to provide an estimate of resources used to deliver the outputs and implement the expected accomplishments. While a rather inexact measure, it is a reasonably meaningful indicator because professional work-months are a main component of resource use.

72. As in the previous biennium, 396,976 work-months, or 79 per cent of the total 503,226 work-months reported, were utilized by the Palestine refugees programme (sect. 26) which does not produce any quantifiable outputs programmed in the biennial budget, but rather delivers services to approximately 4.3 million refugees with its 148 international and approximately 20,000 local staff. As mentioned, this is a special case, both in substance, as all of its work directly benefits Palestine refugees, and in scale, as its size dwarfs all other Secretariat programmes. Therefore, it is not meaningful to include section 26 in the aggregate analysis because its magnitude would skew the results. Therefore, the Palestine refugees programme is excluded from the tables and discussion below. Tables that include work-months under section 26 are provided online.

73. In all, 106,250 work-months (including consultants) were utilized by the Organization to deliver the 2004-2005 outputs and achieve the envisaged results. Some 71,575 work-months, or 67 per cent, were funded through the regular budget, while 34,674 work-months, or 33 per cent, were financed with extrabudgetary resources. Under the regular budget, 96 per cent of work-months related to Professional staff and 4 per cent to consultants. Under extrabudgetary resources, 77 per cent of work-months pertained to Professional staff and 23 per cent to consultants. Altogether, Professionals accounted for 90 per cent of total work-months and only 10 per cent related to consultants.

74. Three offices — the Office of Central Support Services and the United Nations Offices at Geneva and Nairobi — dedicated none of their total of 5,340 work-months to producing quantifiable outputs. Another four entities — the Department for General Assembly and Conference Management, ITC, the Office of Human Resources Management and the United Nations Office at Vienna — utilized 17 per cent or less of their total of 31,000 work-months for delivering quantifiable outputs. Altogether, these seven entities accounted for 34 per cent of all Professional work-months used. Table 7 presents the total number of work-months utilized, by budget section (excluding sect. 26, Palestine refugees), along with the percentage of work-months utilized to produce quantifiable outputs. A similar table including section 26 is available online.

Table 7
Work-months utilized, by budget section[a]

Section		Regular		Extrabudgetary			
		Professional	*Consultant*	*Professional*	*Consultant*	*Total*	*%*[b]
2	General Assembly affairs and conference services	24 034	122	513	193	24 862	9
3	Political affairs	1 994	19	150	4	2 167	97
4	Disarmament	420	4	109	260	792	71
5	Peacekeeping operations	788	—	6 114	15	6 917	42
6	Peaceful uses of outer space	314	—	27	—	340	53
8	Legal affairs	1 656	12	345	1	2 014	62
9	Economic and social affairs	5 481	264	1 377	719	7 848	68
10	Least developed countries, landlocked developing countries and small island developing States	195	3	1	—	200	92
11	United Nations support for the New Partnership for Africa's Development	290	20	—	27	337	98
12	Trade and development	3 649	154	1 379	668	5 851	57
13	International Trade Centre UNCTAD/WTO	1 896	—	192	—	2 088	17
14	Environment	410	80	2 108	744	3 342	67
15	Human settlements	557	23	871	1 857	3 307	34
16	Crime prevention and criminal justice	863	15	286	138	1 302	70
17	International drug control	891	393	454	302	2 040	82
18	Economic and social development in Africa	1 750	127	63	73	2 014	75
19	Economic and social development in Asia and the Pacific	1 970	54	229	278	2 532	52
20	Economic development in Europe	2 202	90	327	121	2 740	90
21	Economic and social development in Latin America and the Caribbean	2 110	190	326	959	3 587	55
22	Economic and social development in Western Asia	1 088	165	10	148	1 411	74
24	Human rights	2 267	180	2 502	294	5 243	60
25	Protection of and assistance to refugees	—	—	3 716	—	3 716	52
27	Humanitarian assistance	433	12	1 733	491	2 669	68
28	Public information	4 156	220	155	19	4 551	95
29A	Office of the Under-Secretary-General for Management	234	1	34	10	279	48
29B	Office of Programme Planning, Budget and Accounts	1 046	31	1 331	—	2 408	35
29C	Office of Human Resources Management	2 013	612	470	361	3 456	12
29D	Office of Central Support Services	2 310	—	78	32	2 419	—
29E	Administration, Geneva	1 006	12	507	—	1 525	—
29F	Administration, Vienna	510	12	72	—	594	2
29G	Administration, Nairobi	841	28	527	—	1 396	—
30	Internal oversight	1 348	7	937	13	2 305	22
	Total	**68 721**	**2 853**	**26 946**	**7 728**	**106 250**	**43**

[a] Excluding section 26, Palestine refugees.
[b] Percentage of work-months devoted to quantifiable outputs.

75. In the remaining 25 budget sections, which accounted for 69,910 work-months (or 66 per cent of the total), the production of quantifiable outputs occupied from 21 to 97 per cent of their total work-months utilized. Of those 25 sections, 13 dedicated 65 per cent or more of their work-months to the production of quantifiable outputs, while the other 12 were below the average of 65 per cent. With regard to substantive content, 47 per cent of the total reported work-months was devoted to development activities, human rights and humanitarian assistance, while 2 per cent was committed to legal affairs, 10 per cent to peace, disarmament and security matters, 23 per cent to general policymaking and conference services, 4 per cent to public information and 14 per cent to administration and oversight.

76. Of the total 106,250 work-months, 45,993 work-months or 43 per cent, were utilized for the production of 33,130 quantifiable outputs. If three United Nations entities — the Office of Central Support Services and the United Nations Offices at Geneva and Nairobi — are excluded (because they do not produce any quantifiable outputs), this share rises to 45.6 per cent of the balance. Thus, in entities delivering both quantifiable and non-quantifiable outputs, the utilization of work-months was, on average, almost equally split between the two. It should be recalled that non-quantifiable activities comprise outputs devoted to technical cooperation, conference services, administration and oversight activities. Table 8 provides the distribution of work-months by major category of activity for the biennium 2004-2005.

Table 8
Distribution of Professional work-months utilized by category of outputs, for the biennium 2004-2005[a]

Output category	*Regular budget*		*Extrabudgetary*		*Total*	
	Amount	*Percentage*	*Amount*	*Percentage*	*Amount*	*Percentage*
Servicing of intergovernmental and expert bodies	13 344	19	4 322	12	17 666	17
Substantive servicing of meetings	4 478	6	1 343	4	5 822	5
Parliamentary documentation	7 178	10	2 447	7	9 625	9
Expert groups, rapporteurs, depository services	1 687	2	532	2	2 219	2
Other substantive activities	17 995	25	10 332	30	28 327	27
Recurrent publications	4 730	7	1 218	4	5 948	6
Non-recurrent publications	3 035	4	1 371	4	4 406	4
Other substantive activities	10 230	14	7 743	22	17 973	17
Technical cooperation	8 680	12	11 923	34	20 603	19
Advisory services	2 956	4	2 802	8	5 758	5
Training courses, seminars and workshops	2 402	3	2 061	6	4 463	4
Fellowships and grants	104	1	59	—	164	—
Field projects	3 218	4	7 000	20	10 218	10
Conference services, administration, oversight	31 556	44	8 097	23	39 653	37
Total	**71 575**	**100**	**34 674**	**100**	**106 250**	**100**

[a] Excluding section 26, Palestine refugees.

77. In terms of categories of outputs, technical cooperation, strictly speaking, accounted for 19 per cent of the resources used by the Organization. In comparison, 17 per cent of resources were devoted to the substantive servicing of intergovernmental and expert bodies, 27 per cent to other substantive activities such as publications and 37 per cent to conference services, administration and oversight. Information on the distribution of work-month utilization including the Palestine refugees programme is available online.

8. Gender mainstreaming* in the programme of work of the United Nations

78. The instructions for preparing the programme budget 2004-2005* drew attention to General Assembly resolution 56/132, in which the Assembly requested United Nations bodies to ensure that all programmes, medium-term plans and programme budgets visibly mainstream a gender perspective. Consequently, programme managers were required to indicate in programme budget proposals at the subprogramme level at least one expected accomplishment that reflected the most important gender dimension of their work and to accompany it by an appropriate indicator of achievement.

79. However, in the biennium 2004-2005, no progress was registered with regard to incorporation of gender perspectives in United Nations policies and programmes. Of 641 expected accomplishments defined in the programme budget, 54 (8.4 per cent) referred to gender aspects as did 61 (6.3 per cent) of 974 related indicators of achievement. Those elements were concentrated in only 17 per cent of subprogrammes whereas in 2002-2003, 39 per cent of subprogrammes explicitly referred to gender perspectives in the form of an expected accomplishment.

80. Of the statements of results set out in chapter II below, 66 (10 per cent) reflect efforts to make women's concerns and experiences an integral dimension of the design, implementation, monitoring and evaluation of policies and programmes pertaining to relevant subject areas, compared to 67 (14 per cent) in the previous biennium. Six programmes (17 per cent) refer to gender issues in their highlights of programme results (compared to 31 per cent in 2002-2003) and six, not all the same ones, do so in the descriptions of challenges, obstacles and unmet goals.

81. Regarding training delivered by the Secretariat, data on the gender of participants were provided for 94 per cent of 3,058 training courses, seminars and workshops reported by 22 programmes.[9] The proportion of women among the 179,569 participants was 28 per cent. In addition, 123 (30 per cent) of the 409 fellowships made available by eight programmes were awarded to women. Compared to 2002-2003, the percentage of fellowships awarded to women thus dropped from 50 to 30 per cent and the female proportion of training participants declined from 33 to 28 per cent.

82. In its resolution 2004/4 on the review of its agreed conclusions on mainstreaming the gender perspective into all policies and programmes in the United Nations system, the Economic and Social Council reiterated its request to all entities of the United Nations system to fully incorporate gender perspectives in

[9] If the public information programme is included, the proportion of training courses, seminars and workshops for which information on gender is available drops to 81 per cent, as the Department of Public Information provided sex-disaggregated data for only 1.4 per cent of its 488 training activities, with 54 women (0.9 per cent) reported among the 5, 896 trainees.

their programmes and operational activities and to ensure systematic integration of reporting on their efforts to mainstream gender into existing evaluation and monitoring processes. The Task Force on Gender Mainstreaming in Programming, Monitoring, Evaluation and Reporting in Results-based Management Systems* of the Inter-Agency Network on Women and Gender Equality* is working to develop tools that would allow a more precise measurement of progress achieved in the implementation of mandates on gender mainstreaming in United Nations programmes.

83. Following the 10-year review and appraisal of the implementation of the recommendations of the Beijing Platform for Action,* the Council reaffirmed gender mainstreaming as a globally accepted strategy for promoting gender equality. It expressed concern at the gaps between policy and practice, with particular challenges in the areas of data collection, accountability, monitoring, reporting and training, and called upon all entities of the United Nations to intensify their efforts to address the challenges to integrating gender perspectives in policies and programmes, including by further developing and institutionalizing monitoring and evaluation tools, promoting the collection, compilation and analysis of sex-disaggregated data and ensuring the use of such data.*

84. In conclusion, gender mainstreaming remains a major challenge for the Organization with respect to programme management, delivery of services* and recruitment and promotion practices,* as well as reporting.

Table 9
Male and female participants in training courses, seminars and workshops

			Participants		
Section		*Training courses, seminars workshops*	*Men*	*Women*	*Percentage women*
2	General Assembly affairs and conference services	67	472	641	58
3	Political affairs	6	79	27	25
4	Disarmament	39	946	178	16
6	Peaceful uses of outer space	22	1 702	353	17
8	Legal affairs	60	1 369	858	39
9	Economic and social affairs	63	1 387	936	40
10	Least developed countries, landlocked developing countries and small island developing States	2	87	17	16
12	Trade and development	379	10 810	3 034	22
13	International Trade Centre UNCTAD/WTO	762	23 943	9 747	29
14	Environment	221	7 378	3 254	11
15	Human settlements	170	6 515	2 745	30
16	Crime prevention and criminal justice	19	2 500	1 000	29
17	International drug control	37	832	416	33
18	Economic and social development in Africa	62	1 682	543	24

Section		Training courses, seminars workshops	Participants		Percentage women
			Men	Women	
19	Economic and social development in Asia and the Pacific	169	5 595	1 772	24
20	Economic development in Europe	92	4 639	2 346	34
21	Economic and social development in Latin America and the Caribbean	160	3 138	2 210	41
22	Economic and social development in Western Asia	24	747	441	37
24	Human rights	235	7 205	6 860	49
25	Protection of and assistance to refugees	343	6 736	4 285	39
27	Humanitarian assistance	76	35 689	6 423	15
28	Public information	488	5 842	54	1
29A	Office of the Under-Secretary-General for Management	6	75	58	44
29D	Office of Central Support Services	44	515	1 488	26
	Total	**3 546**	**129 883**	**49 686**	**28**

C. Strengthening results-based management, monitoring and reporting

1. Capacity development

85. In 2004-2005, OIOS emphasized proactive approaches to maintaining and advancing capacity in the area of results-based management. This was necessary because capacity development is not a one-time investment; rather, it is a continuous and comprehensive process of supporting the retention of learned techniques and methods, translating learned, scholastic knowledge into practical expertise and nurturing it into a vital part of the organizational culture. A three-pronged approach to capacity development was chosen, namely: (a) responding to clients' requests for training; (b) creating e-learning opportunities; and (c) providing methodological and technical support and guidance on both immediate and longer-term issues of concern to clients through the network of programme performance report focal points.

86. In-person training was delivered by OIOS to 770 managers and staff in 28 departments and offices at 8 duty stations. The distinct feature of this exercise was that clients absorbed all the costs of training, with OIOS contributing only its staff time. The willingness of clients to incur these expenses clearly indicated their commitment to building up their results-based management capacity and their recognition of the competence of OIOS as a trainer. Of the trainees, 5 per cent were senior and middle managers, 75 per cent were other Professionals and 20 per cent were General Service staff. The feedback from trainees underscored the utility of training in refreshing and strengthening the command of the results-based management methodology and of practical techniques of monitoring and reporting

on programme performance. The feedback also emphasized the need for continuity and predictable scheduling of such training, with its syllabus to be customized to the needs of the specific audience. Out of 228 trainees who have responded to the OIOS feedback questionnaire (29.6 per cent response rate), 72 per cent found the training "very useful" or "useful" for enhancing their capacity in programme performance monitoring and reporting.

87. To create results-based management self-training opportunities, OIOS developed three e-learning tools, which are available online. These include a tutorial on programme performance assessment in results-based management,* a manual entitled "Managing for Results: A Guide to Using Evaluation in the United Nations Secretariat"* and the glossary of monitoring and evaluation terms.* During 2005, the tutorial was downloaded over 2,500 times and 296 staff were awarded certificates of completion. The manual was downloaded 2,860 times and the glossary 952 times. These statistics indicate that e-learning is a viable capacity-building resource. An unanticipated development was that the electronic version of the programme performance report for 2002-2003 (A/59/69) became an important reference and source of knowledge regarding results-based management. In 2005 it was downloaded 20,410 times (including 16,355 times in English, 1,058 times in Arabic, 1,032 times in French, 637 times in Russian, 452 times in Spanish and 265 times in Chinese). This greater-than-expected interest in the electronic programme performance report reinforces the determination of OIOS to enhance the electronic dimension of programme performance monitoring and reporting.

88. Continuous methodological and technical support was channelled through the network of programme performance report focal points, who have been appointed by each Secretariat budget section. Such support included annual meetings of focal points; providing, through focal points, six OIOS programme performance report advisory notes* on relevant follow-up to the forty-fourth session of the Committee for Programme and Coordination and the fifty-ninth session of the General Assembly, lessons learned from monitoring and reporting in 2002-2003 and other pertinent issues. These advisory notes were downloaded 3,102 times. Together with programme performance report instructions* and other guidance and training materials, they were posted by OIOS on the programme performance reporting portal* — an online gateway to programme performance assessment tools and guidance materials. In 2005, this gateway was consulted 5,574 times, including 963 downloads of the procedures for programme monitoring and reporting.*

89. Enhancements made to the main online instrument for results-based management monitoring and reporting — IMDIS* — included data-entry fields for challenges, obstacles and unmet goals and for recording actual performance during the course of the biennium. It also included facilities for reporting data on technical cooperation and related gender statistics and statistics on the adoption of data-collection plans. IMDIS utilization grew steadily since the previous biennium, as evidenced by the increase in the number of active user accounts by 56 per cent, from 1,090 to 1,702, and in the number of logins by 35 per cent, from 32,837 to 44,249. An IMDIS help-desk facility was maintained throughout the biennium. The help desk and IMDIS system enhancements were made possible through collegial support provided by the Department of Economic and Social Affairs.

90. Evaluation is an essential component of effective programme performance assessment. The more robust it is, the more meaningful and reliable the results-

based management monitoring and reporting becomes. To this end, a working group on strengthening monitoring and evaluation was convened by OIOS, which prepared, in collaboration with the Joint Inspection Unit, a report for submission to the General Assembly (A/60/73). In order to bring focus to securing resources for monitoring and evaluation and pursuant to paragraph 20 of General Assembly resolution 58/269, the proposed programme budget outline for 2006-2007 (A/59/415) identified within each section resources earmarked for monitoring and evaluation. Nevertheless, as highlighted by the latest OIOS annual report (A/60/346 and Corr.1), there is still a need for evaluation practice to be more fully embraced by the Secretariat and the intergovernmental bodies of the United Nations.

91. An important development at the executive level was the establishment of the Management Performance Board by the Secretary-General (ST/SGB/2005/13) to address at the strategic level the issue of programme performance monitoring and reporting in the results-based management context, along with accountability for results.

2. Lessons learned

92. OIOS observed a positive trend in capacity-building and the strengthening of the results-based management culture in the Organization. The level of United Nations staff and managers' awareness and understanding of the objectives, terminology and reporting processes has improved. The results-based management terminology became part and parcel of internal discussions about planning and operational management. The process of obtaining original programme performance report submissions from departments in respect of the current report was more efficient than in the previous biennium. In assessing programme performance, there was a pronounced improvement in the focus on client satisfaction as gauged by active use of feedback surveys on outputs delivered and analyses of website usage by beneficiaries. This is evidenced by the fact that nearly half of all 2004-2005 expected accomplishments had one or more indicators of achievement related to client satisfaction. Approximately 20 of those, in turn, referred to surveys as a means of determining client perceptions, and a further 18 per cent referred to statistics on the usage of electronic documents posted on websites as a performance measure.

93. At the same time, the training activity revealed low retention rates by those previously trained in results-based management. Factors behind the lack of retention are principally the reassignment and retirement of staff, along with the fact that such training does not reach all staff. Also, any knowledge deteriorates if not used on a daily basis. This points to the need for consistent maintenance of expertise through well-structured and continuous training.

94. One of the most serious concerns that surfaced recently is the future of IMDIS as the electronic backbone of programme performance monitoring and reporting. For historical reasons, it is being maintained by the Department of Economic and Social Affairs as a common service for the Secretariat as a whole. Given the other claims on the Department's information technology resources, the technical support that it provides to IMDIS was scaled down, and the ambitious plans for a much-needed qualitatively advanced version of IMDIS were put on hold. While OIOS recognizes that the provision of IMDIS services is not within the Department's remit, an alternative remains to be found. Consultations on establishing IMDIS as a

Secretariat-wide common service with a clearly defined budget, steering committee and technical development plan were inconclusive. OIOS trusts that a durable executive solution to ensuring the survival of IMDIS can be found without delay.

95. Overall, OIOS found that despite all the progress achieved, there was still a long way to go before programme performance monitoring would be an effective management tool. The use of IMDIS and the performance data contained in it for managerial assessments and decision-making is still an exception rather than a rule. There are several methodological reasons for this, some of which have been identified (see A/57/478, para. 54). First, the standards, controls or procedures to ensure that indicators of achievement are firmly aligned with the expected accomplishments are often vague. While an expected accomplishment, for example, may relate to cost-effectiveness or even socio-economic welfare, the associated indicator of achievement may reflect a much narrower dimension that accounts for only a minor component of the expected accomplishment's substantive scope. Second, indicators of achievement often lack an immediate connection to performance measures and data-collection methods. This is illustrated by the fact that as at 1 February 2004, the methodology had been specified for only 25 per cent of indicators, and by 31 January 2005, that share had risen to only 46 per cent, whereas ideally it should have been 100 per cent. Third, the performance measures suffer from a lack of uniformity as many of them use instruments, such as surveys, of uncertain integrity, and the important new measures based on website traffic monitoring is fragmented — in methodology, coverage and quality of data trails. OIOS is unaware of any Organization-wide efforts to establish consistent standards for the planning and conduct of surveys as requested by the Committee for Programme and Coordination (see A/59/16, para. 27).

96. At the same time, OIOS noted with concern some unrealistic expectations regarding programme performance reporting on the part of decision makers at different levels. Those expectations boil down to a desire to express the performance of a programme through a limited number of highly aggregated indexes, numbers or graphs presented in a simple, straightforward manner conducive to prompt analyses and conclusions. While such an approach is feasible for entities engaged in delivering homogeneous, comparable products, such as commodities or vehicles, it has very limited room applicability in the realm of highly diverse and multifaceted United Nations activities, most of which cannot be reduced to a common denominator, even within a single subprogramme. Basic statistical instruments such as a system of weights for aggregating an array of results into a single indicator are not applicable to the majority of United Nations programmes, save for a few having their predominant focus on the delivery of easily quantifiable services, such as UNRWA. Thus, descriptive reporting on performance, supported by a limited quantification of some results, is the reality that has to be accepted. Its consequence is that decision-making based on a small group of composite indicators, no matter how desirable, would not be viable for a long while. Decision-making will therefore continue to require, reflection on and analysis of the narratives of reported results, as well as recognition of their inherent imperfections and imprecision.

97. The establishment of results orientation in any public organization — and certainly in the Secretariat — is necessarily a long-term proposition. Much of what the Organization does is accomplished in a fluid global policy arena for which there are no predetermined or objective criteria for what to count as success. Likewise, among United Nations departments there is a wide disparity in the essential nature

of the work, ranging from programmes that deal mainly with an internal clientele, to those that mostly service intergovernmental bodies to those that provide direct services to the public. At the same time, the parameters of a tentative initiative cannot be cast in stone. Systems, rules and regulations will need to gradually but continuously be adapted from the accumulation of lessons learned from the experience as the initiatives evolve. As proposed by the Secretary-General in his report entitled "Investing in the United Nations: for a stronger Organization worldwide" (A/60/692 and Corr.1), there is a need for significant strengthening of organizational capacity at all levels along with investment in the financial viability and development of IMDIS as the backbone tool for programme performance monitoring and reporting.

II. Programme performance by section of the programme budget

Preface

98. The present chapter reports on programme performance in terms of the fulfilment of 641 expected accomplishments, as gauged by 974 indicators of achievement and supported by the delivery of 33,130 mandated outputs, for 28 sections of the programme budget for the biennium 2004-2005. The structure of reporting is the same for each section, opening with the highlights of programme results and a review of the challenges, obstacles and unmet goals, followed by a concise rendering of statements of accomplishment/results achieved for each subprogramme in the same order in which they are presented in the proposed programme budget.

99. As in the previous programme performance report, the dilemma posed by the need to limit the volume of the printed version of the report while at the same time providing greater scope and detail was resolved by confining the printed version to the essence of programme performance while using the electronic version to provide much greater and richer performance information. The difference between the previous report and the current one is the volume of supplementary documentation linked to the electronic version. Whereas each section of the electronic version of the programme performance report for 2002-2003 contained three to five hyperlinks to various documents, each section of the present report has between 30 and 90 hyperlinks, for a total of over 1,200. Readers may thus choose the condensed reporting of the printed version or pursue inquiries to greater levels of scope and detail through the electronic route. In the electronic version, hyperlinks are activated by clicking on the asterisk symbol (*), document symbol, resolution number, website or other highlighted link to open various performance-related documents or other resources. The electronic version of the report is available at http://www.un.org/Depts/oios/mecd/ppr2004_2005.htm.

100. To reduce the volume of the printed text, the formulations of expected accomplishments and relevant indicators of achievement were not reproduced verbatim: only the key language of each expected accomplishment is reproduced, and it is underlined in the reporting narratives. OIOS ensured, however, that the accomplishments reported were in line with the formulations of expected accomplishments and indicators of achievement in relevant sections of the proposed programme budget for the biennium 2004-2005, as amended by General Assembly

resolution 58/270, annex I. Readers wishing to review those texts can easily access the relevant budget fascicle and the resolution in the electronic version of the report through hyperlinks found under "Highlights of programme results" in every section. Similarly, the output implementation information for each programme provided at the end of the highlights box is hyperlinked to a table containing detailed information on the implementation of outputs and the number of work-months utilized.

Section 2
General Assembly affairs and conference services*

Highlights of programme results

Reform measures included the gradual integrated global management initiative* to coordinate conference-servicing operations in New York, Geneva, Vienna* and Nairobi. In line with recommendations, the Department identified a series of initiatives to address the process of reforms and a global cooperative information technology approach across conference-servicing duty stations.

The document slotting system was constantly fine-tuned to gauge its effectiveness and identify areas in need of improvement. It served as an effective management tool for more accurate programming and monitoring of manuscript submission by author departments and enhanced predictability of workload. An average of 59 per cent compliance with the six-week rule for the submission of documentation was achieved.

Servicing of technical secretariats contributed to the smooth and efficient work of the intergovernmental bodies and ensured efficient support for consultative processes concerning the reform of the Secretariat and the reform and revitalization of intergovernmental bodies. Periodic surveys of Member States reflected an average satisfaction rate of 90 per cent with the conference services provided by the Department for General Assembly and Conference Management, including translation, interpretation, distribution of documentation and the like.

Challenges, obstacles and unmet goals

Owing to the servicing functions of the Department, performance is heavily affected by external factors, such as the submission of documents by author departments and the planning of meetings of intergovernmental bodies. Late submissions from author departments often result in a return to the "crisis management" mode of operations.

In focusing on end results and overall performance, the Department emphasized monitoring and self-evaluation aimed at achieving the four interrelated objectives of improved quality, productivity, timeliness and cost-effectiveness. The overall challenge remains maintaining a balance between responding to varying and often unpredictable requests for services from clients while meeting the high standards of quality, productivity, timeliness and cost-effectiveness.

The vacancy rate of translators and interpreters continues to be of great concern. The Department encountered problems in recruiting interpreters for the United Nations Office at Nairobi, particularly in the Arabic booth.

* Further information is available online.

Output implementation rate

The above-cited results are based on the implementation of 89 per cent of 2,482 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 2) and General Assembly resolution 58/270, annex I).

Executive direction and management

2.1 (a) The Department advanced its reform to ensure that the programme of work would be effectively managed. Financial accountability was strengthened through the monthly review of expenditures by senior management, the timely identification of overexpenditure and regular review of the correlation between expenditure and workload. The average number of days required to process recruitment in Galaxy was 200, only 20 days short of the recommended target set by the Office of Human Resources Management. Eighty-eight per cent of the programme outputs were implemented as scheduled. While flexibility in the slotting schedule improved the compliance rate for submissions, the Department faced hard choices in handling late submissions. It was forced to give such documents high priority to ensure their issuance in time for deliberations so as not to disrupt the smooth functioning of the intergovernmental machinery, but this resulted in penalizing documents submitted on time.

(b) In the identification of emerging issues that require attention by Member States, the Department proactively planned the programme of work in advance of the opening of the sessions of intergovernmental bodies, providing delegations with procedural advice and monitoring stringently the utilization of meeting time. Member States were briefed on terminology and other issues relating to language services, as requested by the General Assembly in its resolutions 58/250 and 59/265. Such meetings were poorly attended, but feedback from participants was mostly positive.

(c) To improve the performance of conference services in New York and at all other duty stations, the Department embarked on a two-year project on integrated global management of conference services, which has started integrating the different systems used. The use of common statistical indicators in New York, Geneva, Vienna* and Nairobi allowed for meaningful comparisons in the delivery of conference services by the four duty stations. For the biennium 2006-2007, a consolidated budget was prepared which, for the first time, covered the four duty stations. The lateral transfer of language staff between duty stations was extended to cover the regional commissions. With regard to the use of information technology, new business applications such as e-Meets and e-Docs were implemented to improve the meetings and documentation process by aggregating and controlling data for each duty station.

General Assembly and conference management, New York

Subprogramme 1
General Assembly and Economic and Social Council affairs*

2.2 The Department achieved improved conduct of meetings of United Nations organs through the provision of timely and qualitative support and authoritative procedural advice through proactive advance planning of the sessions of intergovernmental bodies and by actively advising delegations and closely monitoring the utilization of time allocated for meetings. A recent survey of Member States concerning their satisfaction with the conduct of meetings was positive — 81 per cent of respondents gave ratings of "excellent" or "good". Despite external factors beyond the control of the Secretariat, the percentage of General Assembly meeting time capacity utilized increased from 85 per cent in the previous biennium to 89 per cent. In 2005 the Division submitted 52 per cent of documents on time.

Subprogramme 2
Planning, development and coordination of conference services*

2.3 (a) Improved quality and efficiency of conference services, particularly as regards the timely issuance of documentation, was evidenced by the increase in compliance with the six-week rule to 57 per cent from 41 per cent in the previous biennium. The Department strengthened documentation management by adjusting capacity-planning, waiver and submission mechanisms. Some 50 areas of the slotting system have been identified for improvement.

(b) In terms of greater use of unified conference services in the other United Nations conference facilities, the percentage of functions where assignments were shared increased to 40 per cent, compared with 36 per cent for the biennium 2002-2003, with some New York-based meetings completely serviced by other duty stations.

(c) The timeliness of the production and distribution of parliamentary documentation improved, as evidenced by an increase in documentation issued in compliance with the four-week rule (i.e., at least four weeks before its scheduled consideration by an intergovernmental body). The compliance rate rose to 60 per cent in 2005 and 54 per cent in 2004, compared to 44 per cent in the previous biennium.

(d) The Department embarked on an aggressive campaign to proactively manage documentation and meetings in order to increase productivity, which included capacity-planning for the document-processing units, beginning with translation, waiver management, strict submission deadlines and matching meeting demand with entitlements and past usage. Those measures facilitated improvements in capacity utilization and timeliness of documentation.

Subprogramme 3
Translation and editorial services

2.4 (a) A survey of seven intergovernmental bodies showed that an average of 97 per cent of respondents were satisfied with the services provided compared with

95 per cent in the previous biennium, attesting to the enhanced quality of edited and translated documents, including their linguistic quality.

(b) Given the record-high vacancy rates in the translation services, the Department achieved increased productivity, as evidenced by an increase of 3 per cent in translation workload, which rose from 151.6 million words in the previous biennium to 156.7 million words in the current one and a 29 per cent increase in the workload of the Contractual Translation Unit as a result of a project to eliminate a backlog in summary records and treaties.

Subprogramme 4
Interpretation, meeting and publishing services

2.5 (a) The Department improved preparedness for meetings, increased workload-sharing among duty stations and ensured high-quality recruitment through competitive examinations, contributing to improvement of the quality of interpretation and verbatim records, as evidenced by 98 per cent of Member States, members of expert bodies and other users expressing satisfaction as to the quality of interpretation, compared to the target of 90 per cent.

(b) Despite high vacancy rates, increased productivity was achieved, as evidenced by an increase of 21 per cent in the number of meetings serviced (11,132 in 2002-2003 compared to 13,452 in 2004-2005), including those with interpretation. A 3 per cent increase was registered in the number of meetings with verbatim records. While more was produced in those areas, decreases in workload were registered in overall interpretation assignments (3 per cent) as a result of the decrease in the number of meetings with interpretation and in reproduction and distribution (16 per cent) as a result of changes in policy and practice, including the introduction of printing on demand, the reduction of distribution of printed documents and overall efforts to control and limit documentation.

Conference and library services, Geneva*

Subprogramme 1
Planning, development and coordination of conference services*

2.6 (a) Improved quality and efficiency of the conference services provided to United Nations organs, particularly as regards the timely issuance of documentation, was supported by explanatory work with clients and better organization of conference services, which led to better compliance with the existing regulations for the control and limitation of documentation. The introduction of page limits, especially for documents originating in the Secretariat, contributed to an increase in documents issued in accordance with the six-week rule to 60 per cent, compared to 55 per cent in 2002-2003. Survey results show that 83 per cent of the respondents rated the linguistic quality of documents as either "good" or "excellent", and that 72 per cent rated the timely issuance of documents as "satisfactory", "good" or "excellent".

(b) Greater use of unified conference services in the other United Nations conference facilities was achieved through the balanced sharing of staff resources with other United Nations conference centres. A total of 38 interpreters and document and distribution officers for major conferences, such as the United

Nations Conference to Combat Desertification, were shared with New York and Nairobi.

(c) To improve the timeliness of the production and distribution of parliamentary documentation, the Central Planning and Coordination Service achieved better compliance with the existing regulations for the control and limitation of documentation. Timeliness in the issuance of documents improved by 5 per cent compared to 2002-2003 (see (a) above). The remaining problem that continues to be addressed is late submission of documents by clients.

(d) Greater use of the conference-servicing capacity available at the United Nations Office at Geneva was achieved through regular consultations with substantive secretariats and other services and duty stations. As a result, the resource utilization rate reached 91 per cent, compared to 89 per cent in 2002-2003. Lessons learned show that further improvements in e-Meets will allow the sharing of online calendar/workload information among the services and duty stations.

(e) The number of meetings serviced increased by 18 per cent, from 16,127 in 2002-2003 to 18,988 in 2004-2005, attesting to increased productivity and more efficient planning and coordination of meetings.

Subprogramme 2
Translation and editorial services*

2.7 (a) The quality of edited and translated documents was enhanced through training in word-processing, précis-writing, library research techniques and specialized areas such as Latin American legal systems, criminal law and standards in road transport. Extra staff have been dealing with the backlog since mid-2005. A survey of Member States showed that only 2 per cent of respondents rated the quality of translated documents as poor.

(b) The Central Planning and Coordination Service* achieved better compliance in the presentation of documentation on time. The issuance of documents within the six-week rule improved to 60 per cent, compared with 55 per cent in 2002-2003. Elements of the Headquarters slotting system were introduced at Geneva. An average of 85 per cent of documents that were within the page limit were submitted at least 10 weeks in advance of consideration. A total of 90 delegates, or 72 per cent of survey respondents, rated the timely issuance of documents "satisfactory" or better.

(c) A new workload management information system, e-flow, was implemented in 2004 to increase productivity, but its benefits are not yet fully visible. Contractual translation workload increased by 24 per cent, while overall translation workload decreased by 3 per cent. Better coordination between the Central Planning and Coordination Service and the Language Service will better match workload and capacity.

Subprogramme 3
Interpretation, meeting and publishing services*

2.8 (a) Six surveys on conference services showed that 97 per cent of clients were satisfied with the quality of interpretation, above the target of 90 per cent set for the biennium.

(b) A new workload management information system resulted in a more rigorous accounting of the translator's workday and therefore of the "productive hours", thereby contributing to increased productivity. Interpretation assignments increased by 5 per cent, from 44,874 to 46,905. The introduction of digital dictation equipment resulted in the faster processing of texts. The use of voice recognition and direct keyboarding by translators decreased the text-processing workload.

Conference and library services, Vienna*

Subprogramme 1
Planning, development and coordination of conference services

2.9 (a) Quality and efficiency of the conference services provided to United Nations organs, particularly as regards the timely issuance of documentation, was evidenced by the issuance of 60 per cent of documents by the six-week deadline compared to 50 per cent in the previous biennium, even though only 22 per cent of the documents were submitted on time. No official complaints were received from Member States.

(b) Greater use of unified conference services in the other United Nations conference facilities was evidenced by shared assignments in interpretation of meetings held away from Vienna. Eight per cent of staff workdays were available for loans to other duty stations. In translation, about 1 per cent of work was done for other duty stations because there was no excess capacity in Vienna. More detailed analysis of workload and linking of management tools is envisaged to optimize the sharing of assignments throughout the year.

(c) Improvement in the timeliness of the production and distribution of parliamentary documentation was evidenced by the issuance of 60 per cent of documents in accordance with the six-week rule.

Subprogramme 2
Translation and editorial services

2.10 (a) Enhancement of the quality of edited and translated documents was addressed through the Vienna terminology database, which is constantly being expanded, and the introduction of e-referencing. Surveys of delegates showed a 96 per cent rate of satisfaction with translation and editing.

(b) Performance in the presentation of documentation on time, observing the six-week rule, is reported under subprogramme 1 above.

(c) In translation and editing, productivity was higher by about 14 per cent and 5 per cent respectively than the established workload standards. The share of non-local freelance recruitment in translation decreased while the amount of contractual translation increased, resulting in savings. Off-site translation is being piloted, and other alternatives to non-local freelance recruitment are being looked at as well.

Subprogramme 3
Interpretation, meeting and publishing services

2.11 (a) Surveys have shown 100 per cent satisfaction with the quality of interpretation provided to scheduled meetings, compared with the target of 90 per

cent. There was an overall decrease of 13 per cent, from 4,033 to 3,496, in the number of meetings serviced, due in part to the cancellation of sessions of the Comprehensive Nuclear-Test-Ban Treaty Organization. The documents production and conference management system now has a link to the interpretation assignment programme guide and can provide reports on interpreter assignments and workdays. Increased attention will be placed on monitoring capacity and utilization. Subject to capacity and meeting schedules, loans to other duty stations will be increased to reduce costs related to the recruitment of freelancers.

(b) With regard to the presentation of documentation on time, 60 per cent of documents were issued within the six-week deadline. No official complaints were received from Member States.

(c) Compared with the previous biennium, overall utilization rates for interpretation increased from 88 per cent to 89 per cent. Text-processing productivity was 5 per cent higher than the internal benchmark. The number of interpretation assignments showed a slight decrease (2.4 per cent), owing primarily to decreased requirements of the International Atomic Energy Agency (IAEA). Savings in interpretation were due primarily to shortened sessions, sessions not extending over weekends and lower than initially estimated service requirements from IAEA. Technological innovations resulted in the abolition of two posts, the redeployment of two posts and a reduction in temporary assistance for meetings. In order to achieve greater efficiency gains in text-processing, further technological innovations, such as the use of voice recognition by translators, are being introduced.

Conference services, Nairobi*

Subprogramme 1
Planning, development and coordination of conference services*

2.12 (a) Improvements in the quality and timeliness of documentation as well as timeliness in the production and distribution of parliamentary documentation were evidenced by the increase in the rate of compliance with the six-week rule to 58 per cent compared to 33 per cent for the previous biennium and also by the fact that 91 per cent of delegates surveyed were satisfied with the quality of documents, while 88 per cent expressed satisfaction with the timeliness of documents issued during meetings. Some author departments submit drafts that are subsequently replaced by completely new texts. More comprehensive guidelines and instructions on submission, processing and distribution time for documents to guide author departments are being contemplated.

(b) In support of greater use of unified conference services in the other United Nations conference facilities, United Nations Office at Nairobi interpretation services have been utilized by Headquarters, ONUB, ECA and ESCAP and vice versa. Besides achieving cost savings, this exercise also enhanced the overall utilization rate of interpreters. The capacity utilized in translation and interpretation increased respectively from 95 per cent to 98 per cent and from 34 per cent to 47 per cent during the biennium.

(c) Conference services at Nairobi achieved a compliance index of 58 per cent compared to 34 per cent in the biennium 2002-2003 regarding the issuance of parliamentary documents in the six United Nations official languages in accordance

with the six-week rule (45 per cent for the eighth special session of the Governing Council of UNEP, 76 per cent for the twenty-second session of the Governing Council of UNEP and 52 per cent for the twentieth Governing Council of UN-Habitat). A survey showed that 91 per cent of delegates responding were pleased with the quality and the timeliness of distribution of documents during the meetings, while 88 per cent expressed satisfaction with the timeliness of documents issued during meetings and 91 per cent with the linguistic quality of the documents produced, attesting to an improvement in the timeliness of the production and distribution of parliamentary documentation in the six official languages of the Organization.

Subprogramme 2
Translation and editorial services*

2.13 (a) According to a survey of delegates, 91 per cent were satisfied with the quality of edited and translated documents.

(b) A total of 88 per cent of surveyed delegates were satisfied with the timeliness of the presentation of documentation. The uploading of documents to the official document system (ODS) has greatly enhanced the timely distribution of documents.

(c) Despite reduced volume, technological innovation has increased productivity in the translation and revision of documents, as evidenced by the fact that organizations serviced by the United Nations Office at Nairobi are able to receive more pages of translation without increased costs. Increasing use is being made of contractual translation, with a simultaneous reduction in the use of non-local translators to ensure an optimal mix of resources and cost-efficiency. The translation and editorial services achieved an overall average of 97 per cent of capacity utilization, with some language units exceeding 100 per cent, above the target of 90 per cent (French Unit, 112 per cent; Spanish Unit, 124 per cent). A survey of Member States showed that 80 per cent expressed satisfaction with the services provided.

Subprogramme 3
Interpretation, meeting and publishing services*

2.14 (a) A survey indicated that 92 per cent of delegates were satisfied with the quality of interpretation, and 91 per cent were pleased with the quality and timeliness of distribution of documents.

(b) In terms of the presentation of documentation on time, a 58 per cent compliance rate for the issuance of parliamentary documents in the six official languages in accordance with the six-week rule was achieved, compared to 34 per cent in 2002-2003. A total of 88 per cent of Member States surveyed expressed satisfaction about the presentation of documentation on time.

(c) Increased productivity was indicated by the number of meetings serviced, which increased by 12 per cent, from 2,508 to 2,798, in the current biennium. The utilization of interpretation capacity was 47 per cent (against the target of 48 per cent), compared with 33 per cent for the biennium 2002-2003.

Section 3
Political affairs*

Highlights of programme results*

Support for 25 special political missions and high-level envoys, including the new Special Adviser on the Prevention of Genocide, was improved through strengthened coordination between the regional divisions of the Department of Political Affairs and relevant field missions. The Department played an important role in the creation of the Peacebuilding Commission and its Support Office.

The importance of forging better links between electoral events and parallel processes in such areas as human rights, the rule of law and institution-building was observed in post-conflict elections.

Regular meetings and consultations of the Security Council and its subsidiary bodies was supplemented with five field missions undertaken by Security Council members and eight missions undertaken by sanctions committee chairpersons. Four formal Security Council meetings were held in Nairobi. Increased consultations, negotiations and coordination with all departments contributed to early identification of potential conflicts and their implications for peace and security, timely recommendations for preventive action and improved communication.

Decolonization efforts continued with facilitation of deliberations on the implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples and servicing of the Special Political and Decolonization Committee (Fourth Committee). Advice was provided concerning two special missions undertaken in 2005 to Bermuda and regional seminars held in Madang, Papua New Guinea (2004), and in Canouan, St. Vincent and the Grenadines (2005), and working papers on the conditions in all of the Territories were produced. Information was disseminated through updated brochures on decolonization and the website. Preparations were made for the referendum (February 2006) to decide the future status of Tokelau.

The Committee on the Exercise of the Inalienable Rights of the Palestinian People continued dialogue on all aspects of the question of Palestine and promoted efforts for a peaceful resolution of the conflict, involving the whole spectrum of governmental and civil society actors, including prominent Palestinian and Israeli personalities.

Challenges, obstacles and unmet goals

In the recently concluded in-depth evaluation of subprogramme 1,* OIOS found that the regional divisions had a complex and expanding set of work obligations and too few resources to meet them. OIOS also noted that some inappropriate organizational structures and work processes,

* Further information is available online.

particularly in relation to the drafting and review of products, further hampered the timely delivery of quality products. Furthermore, departmental change management processes attempted in the past had failed because they lacked adequate leadership and resources to support proposed change initiatives.

The rise in the number of requests for electoral assistance posed a significant challenge. United Nations electoral assistance is most effective if delivered in the context of long-term programmes that build domestic capacity to administer sound elections. To contribute to this goal, the United Nations and its specialized agencies, with the support of Member States, must develop the means to provide consistent and sustained follow-up to electoral assistance efforts to ensure that contributions are not lost and that progress continues after an electoral event.

Output implementation rate

The above-cited results are based on the implementation of 95 per cent of 1,728 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 3) and General Assembly resolution 58/270, annex I).

Executive direction and management

3.1 (a) Improvements in the effectiveness of the management of the programme of work within available human and financial resources, are indicated by the timely response to around 90 per cent of some 2,700 requests for briefing notes, talking points and other materials for the meetings of the Secretary-General and Deputy Secretary-General with heads of State or Government and other senior Government officials and the reduction in the average length of recruitment by 113 days, to 220 days.

(b) In order to ensure high quality of advice and support provided to the Secretary-General, the Under-Secretary-General for Political Affairs regularly consulted and coordinated with other senior United Nations officials with a view to improving the range and depth of the analyses provided to the Secretary-General. In addition to serving as a member of the Secretary-General's Policy Committee, the Under-Secretary-General acts as Secretary of the Executive Committee on Peace and Security, which at 33 meetings discussed 27 country-specific situations and 16 thematic issues. This helped in the early identification of potential conflicts and their implications for peace and security, led to timely recommendations for preventive action, enhanced capacity to conduct and support political negotiations and improved communication among United Nations entities.

(c) To ensure coordinated development of policy system-wide in the area of peace and security and to enhance policy coherence in the management of peace and security activities of the United Nations, the Department established and managed mechanisms for consulting key United Nations partners. On peacebuilding, the

Department plays an intensive and key role in implementing the Secretary-General's vision by lending substantive and logistical support to the Secretariat's work on the creation of the Peacebuilding Commission and the Peacebuilding Support Office and standing fund. On prevention, the Resource Group on Conflict Prevention was revived to serve as the basis, along with in-depth consultations with civil society and non-governmental organization partners, for system-wide policy discussions.

(d) To improve backstopping of special political missions, field offices and high-level envoys, coordination between the Department's regional divisions and the relevant field missions was emphasized; greater synergy between field missions, special political missions (currently 25) and other United Nations entities was encouraged; and staff and resources in the field were secured. Support was provided to a new Special Adviser on the Prevention of Genocide. The diverse mandates and the locations of special political missions, field offices and high-level envoys around the world continued to create a challenge to provide backstopping and logistical support from Headquarters. The formation of a Mediation Support Unit is expected to improve significantly the backstopping of special political missions by providing them with cross-cutting support on lessons learned and relevant thematic and functional matters, as well as by assisting them with accessing expertise that resides outside the Department and outside the United Nations system through the creation and maintenance of rosters of experts, as well as through the provision of specialized training.

Subprogramme 1
Prevention, control and resolution of conflicts

3.2 Improved capability of the international community in the prevention, control and resolution of conflicts through preventive diplomacy, peacemaking and post-conflict peacebuilding activities was achieved through early warning activities and responses related to mandates for the settlement of disputes given by the Security Council and the General Assembly and by the Secretary-General in the context of his good offices role. Progress was evidenced by the fact that some 60 potential, new and ongoing conflicts were addressed and/or settled through peaceful means and that political advice and guidance were provided to representatives and envoys in 35 conflict countries, confidential early warning reports were provided to the Secretary-General, senior management and the Security Council, and conflicts within conflicts were addressed. Additional information is available in the annual reports of the Secretary-General on the work of the Organization (A/59/1, paras. 11-63, and A/60/1, paras. 10-65), as well as in the 2005 World Summit Outcome (General Assembly resolution 60/1, paras. 74 and 76) and Security Council resolutions 1595 (2005) and 1545 (2004). In its recently concluded evaluation of subprogramme 1,* OIOS noted that the unmeasurability of indicators chosen by the regional divisions is not supportive of performance assessment and results-based management. More measurable output and intermediate-level outcome indicators can and should be identified.

Subprogramme 2
Electoral assistance

3.3 Demand for support to enhance the technical capacity of Member States requesting assistance for the conduct of elections in accordance with the relevant resolutions and decisions increased in volume and complexity. At least 54 requests

for assistance were received and responded to. The growth in technical assistance and support for post-conflict elections reflected the importance of forging better links between electoral events and parallel processes in such areas as human rights, the rule of law and institution-building. More emphasis on ensuring the electoral rights and participation of minorities, internally displaced persons and women is needed. Assistance should be extended upon request to States in building credible political parties, a free media, domestic observer groups and other important elements of the democratic election process.*

Subprogramme 3
Security Council affairs

3.4 The deliberations and decision-making process of the Security Council and its subsidiary organs was facilitated through the provision of advice and substantive servicing for 477 formal meetings, 329 informal consultations and 386 meetings of subsidiary bodies. An internal review of feedback from Council members revealed that more than 90 per cent of responses assessed positively the usefulness and timeliness of the support, guidance and informational material provided. Members particularly valued efforts to facilitate the five field missions undertaken by Security Council members and the eight missions undertaken by sanctions committee chairpersons; the holding in Nairobi of four formal Security Council meetings; and the provision of assistance in drafting reports and correspondence of the subsidiary bodies. Concerning the preparation of supplements to the *Repertoire of the Practice of the Security Council*, the Department evaluated as effective the "two-track" approach it undertook and indicated that it would further expand those efforts, particularly through cross-cutting self-evaluations planned with respect to missions of the Council and its subsidiary bodies and recurrent publications.*

Subprogramme 4
Decolonization

3.5 (a) In terms of providing services to the Special Committee, its seminars and the General Assembly, the production of effective research, analytical studies and reports on conditions in the Non-Self-Governing Territories, the execution of effective publicity campaigns and the provision of efficient assistance by specialized agencies and institutions associated with the United Nations, the Secretariat facilitated deliberations on the implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples, as well as the Special Political and Decolonization Committee (Fourth Committee) and the General Assembly. Advice was provided to two special missions undertaken in 2005 to Bermuda and to regional seminars held in Madang (2004) and in Canouan (2005), and working papers on the conditions in all of the Territories were produced. The cooperation and active engagement of the administering Powers is of vital importance for the work of the Special Committee.

(b) No progress was made in the decolonization process in terms of further delistings of Non-Self-Governing Territories. However, the Secretariat facilitated the deliberations of the Special Committee and the Fourth Committee through the provision of expert advice, assistance and substantive services.

(c) In terms of conducting an effective publicity campaign on behalf of the Special Committee, a new brochure, entitled "United Nations and Decolonization:

Questions and Answers" was issued, and the brochure entitled "United Nations and Decolonization" was updated and redesigned. Both brochures were disseminated in the Non-Self-Governing Territories. The decolonization website was significantly updated, increasing the number of pages from 12 to more than 50, making it a more useful tool for Non-Self-Governing Territories.*

Subprogramme 5
Question of Palestine

3.6 The consistent support of the international community for the Committee on the Exercise of the Inalienable Rights of the Palestinian People indicated heightened international awareness of the question of Palestine, as well as international support for and consensus on the question of Palestine. Sustained dialogue on all aspects of the question of Palestine was facilitated by the Department. The programme of meetings promoted efforts for a peaceful resolution of the conflict, recommended action and involved the whole spectrum of governmental and civil society actors, including prominent Palestinian and Israeli personalities. Cooperation with civil society was enhanced through the accreditation to the Committee of new organizations and international conferences. Cooperation with parliaments and inter-parliamentary bodies, such as the Inter-Parliamentary Union, was further developed. The United Nations Information System on the Question of Palestine* has become a widely used resource on the Internet on the question of Palestine.*

Section 4
Disarmament*

Highlights of programme results

An international instrument to enable states to identify and trace illicit small arms and light weapons was adopted. Eight States participated for the first time in the United Nations armaments transparency instruments. In total, 115 States participated in the United Nations Register of Conventional Arms* and 79 States in the United Nations System for the Standardized Reporting of Military Expenditures.* The aim of the Nairobi Action Plan 2005-2009 on the Mine-Ban Convention is universal adherence to the Convention, the expeditious destruction of all stockpiled anti-personnel mines, the timely clearing of mined areas and care, rehabilitation and reintegration efforts for mine victims.

Eighty-three alumni of the United Nations Disarmament Fellowship Programme* serve as their Governments' delegates on disarmament issues. The peace and disarmament curriculum sponsored by the Department for Disarmament Affairs was integrated into the national secondary school curriculum of four countries. More than 75 teachers and 50 youth leaders were trained, and a national education conference was held in Lima on peace and disarmament education, with 1,000 teachers in attendance.

A nuclear-weapon-free-zone treaty was adopted by the five Central Asian States. The fourth Conference on Facilitating the Entry into Force of the Comprehensive Nuclear-Test-Ban Treaty* adopted a final declaration.

Opportunities for regional cooperation on disarmament have increased through initiatives fostering discussion of confidence-building measures, peace, security and development issues involving the regional centres for disarmament.

Further details of programme results are available in the reports on the regional centres for peace and disarmament (A/59/157, A/60/132, A/59/169, A/60/152, A/59/209 and A/60/153), the United Nations Disarmament Information Programme (A/59/171), the disarmament fellowship (A/59/177)* and the Advisory Board on Disarmament Matters (A/60/285).*

Challenges, obstacles and unmet goals

The main challenges continue to be promoting effective implementation of, compliance with and verification of existing arms control and disarmament agreements, ensuring the financial viability of the regional centres and promoting gender balance in the composition of Government expert groups on disarmament issues.

* Further information is available online.

The Comprehensive Nuclear-Test-Ban Treaty was opened for signature in 1996 but has not yet entered into force. Its success ultimately depends on the political will of Member States. Despite fund-raising efforts for the three regional centres, success was achieved mainly at the Regional Centre for Peace, Disarmament and Development in Latin America and the Caribbean. Most donors were not ready to make financial contributions in support of operational costs, which more acutely affected the Regional Centre for Peace and Disarmament in Africa.

Output implementation rate

The above-cited results are based on the implementation of 59 per cent of 2,584 mandated, quantifiable outputs. A total of 37 per cent of planned outputs were terminated by legislation either for political reasons (lack of consensus on the establishment of subsidiary bodies in the Conference on Disarmament) or due to the rationalization of work resulting in the shortening of sessions of conferences and meetings of States parties to various disarmament conventions. Management terminated 3 per cent of the planned outputs mostly because of the unavailability of extrabudgetary funds, reprioritization and streamlining, and 1 per cent were postponed because of a shortage of extrabudgetary funds.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 4) and General Assembly resolution 58/270, annex I).

Executive direction and management

4.1 (a) The effective management of the programme of work was evidenced by the timely response to 96 per cent of 154 requests for substantive, policy, administrative, budgetary and financial inputs, an improvement from 92 per cent during the previous biennium. The vacancy rate was 4 per cent, 1 per cent below the target, with an average time for filling vacant posts of 119 days, well below the Secretariat average. Approximately 93 per cent utilization of an appropriation of $15,700,500 was achieved, below the target of 99 per cent, mostly because of the change in venue of some meetings organized and changes in the vacancy rates.

(b) The Under-Secretary-General met with representatives of Member States on 106 occasions to propose initiatives to address issues requiring their attention. This surpassed the target of 55 occasions, thus indicating Member States' positive response to efforts to promote emerging issues in the field of disarmament.

(c) At the request of Governments, United Nations entities and civil society, 69 joint activities/projects on disarmament issues were launched, enhancing policy coherence in the management of disarmament activities, surpassing the target of 48 joint activities. Synergies and enhanced cooperation were realized through the organization of joint meetings, the issuance of information materials and publications promoting disarmament issues; the provision of assistance to Governments on disarmament reporting instruments and weapons destruction

events; the development of weapons collection programmes; and the training of law enforcement officials.

Subprogramme 1
Multilateral negotiations on arms limitation and disarmament

4.2 (a) In terms of a more streamlined process of negotiation and deliberation in the Conference on Disarmament, delegates acknowledged on at least 20 occasions the efficiency and effectiveness of the services provided by the Geneva Branch* of the Department for Disarmament Affairs. The Conference on Disarmament secretariat ensured the proper conduct of meetings as well as the institutional memory of the Conference in view of the short term (four weeks) of each president. Organizational and substantive support was provided for extensive deliberations on security issues. Although progress in the Conference is heavily influenced by external factors, that support has been a catalyst for it. Capacity-building and the strengthening of institutional memory of the Branch will continue.

(b) Secretariat assistance in strengthening the operation and implementation of the multilateral arms limitation and disarmament agreements, such as the Biological Weapons Convention, the Convention on Certain Conventional Weapons and the Mine Ban Convention, was acknowledged by 24 Governments, exceeding the target of 15. Feedback from States parties, coordinators and presidents/chairpersons of the respective treaty bodies indicated satisfaction with services provided. It is envisaged that capacity-building of the staff will be improved and that more websites of conferences and meetings of States parties to arms control and disarmament agreements will be developed.

(c) Enhanced expertise in the field of arms limitation and disarmament, including with respect to gender perspectives, of participants in the United Nations disarmament fellowship, training and advisory services programme is indicated by increased awareness and interest. A total of 138 applications were received, exceeding the target of 125. Member States' support for the Disarmament Fellowship Programme* was demonstrated by the number of sponsors of the biennial resolution — 131 — more than double the goal of 60. The number of delegates at conferences of States parties to various arms control and disarmament agreements who were alumni of the Programme increased from 57 to 83, 23 more than the target for the biennium.

(d) The Department's contribution to greater awareness of the need for gender balance/mainstreaming is evidenced by the fact that out of 138 applications to the Disarmament Fellowship Programme, 42 (31 per cent) were from female candidates, exceeding the target of 25 per cent and showing progress towards gender balance. Progress was fostered by the inclusion of gender data in the report of the Secretary-General on the implementation of the Programme (A/59/177) and in the syllabus of the Programme itself. A further improvement in assessing gender balance would be achieved through screening of the gender of alumni participating in disarmament conferences and assuming posts in permanent missions to the United Nations.

Subprogramme 2
Weapons of mass destruction

4.3 (a) Effective facilitation of deliberations and negotiations on disarmament issues related to the substantive servicing of conferences, including the 2005 Review Conference of the Parties to the Nuclear Non-Proliferation Treaty and the third session of its Preparatory Committee and the fourth Conference on Facilitating the Entry into Force of the Comprehensive Nuclear-Test-Ban Treaty, was evidenced by the record of 19 statements of appreciation from presidents, chairpersons and representatives of large groups compared to the target of 8. Visits to conference websites increased by 49 per cent in 2005.

(b) The number of requests for information and presentations on new trends and developments on issues related to weapons of mass destruction, in particular nuclear weapons, increased to 19 compared to the target of 10. A total of 395 students were briefed in larger groups. There were 110 media enquiries, largely in connection with the third meeting of the Preparatory Committee for the 2005 Review Conference and the Review Conference itself.* Visits to the website of the Weapons of Mass Destruction Branch reached 27,026, with a total of over 225,000 pages viewed, an average of 8 pages per visitor. The quality of the website's content will be improved to increase the awareness of stakeholders.

(c) The Department's contribution to enhanced multilateral cooperation in the area of disarmament and non-proliferation was demonstrated by the 100 per cent rate of compliance with requests for information on issues relating to the potential use of weapons of mass destruction. Substantive support contributed to the success of the fourth Conference on Facilitating the Entry into Force of the Comprehensive Nuclear-Test-Ban Treaty, which adopted a final document demonstrating the overwhelming support and commitment of the international community to the establishment of a universal and verifiable comprehensive nuclear-test-ban treaty.* The adoption of the recommendations at the sixth high-level meeting between the United Nations and regional and other intergovernmental organizations and the establishment of a website for the Security Council Committee established pursuant to resolution 1540 (2004) have also had a positive impact on enhancing cooperation. Records for the website show 13,723 visits and over 40,000 page views. Participation in outreach and implementation activities in the implementation of resolution 1540 (2004) through regional activities and meetings is also bringing a more practical application to combating the proliferation of weapons of mass destruction.

(d) The participation of women experts in workshops and seminars on weapons of mass destruction improved to 36 per cent, although the target was 50 per cent female experts. A female consultant was hired to participate in the group of consultants drafting the report requested by the General Assembly in its resolution 59/67 on missiles, which contributed to enhancing gender mainstreaming and equality in the activities of the subprogramme.

Subprogramme 3
Conventional arms (including practical disarmament measures)

4.4 (a) Greater awareness and understanding of the United Nations Register of Conventional Arms, the standardized instrument for reporting military expenditures and small arms and light weapons issues were achieved through 51 seminars and

workshops, many of them conducted in Africa and Latin America and the Caribbean at the request of countries, more than doubling the target of 24. Approximately 950 booklets on related issues were distributed to Government officials to enhance their understanding of and familiarity with the issues. The new website on confidence-building* had over 180 visitors and 350 page views in its five months of existence.

(b) Technical assistance, dissemination of information and increased interaction with national focal points have resulted in the continuing participation of an average of 115 countries in the United Nations Register of Conventional Arms and 78 countries in the United Nations standardized instrument for reporting military expenditures. This is short of the targets of 130 and 85 respectively, as there have been States that have not reported consistently. Eight States joined the instruments for the first time. Different advocacy tools will be used to persuade States to demonstrate greater consistency in reporting each year, especially in regions where participation has not been high.

(c) The second biennial meeting of States to review the Programme of Action and other expert group meetings dealing with curbing illicit small arms and light weapons* have been instrumental in maintaining the momentum generated by the 2001 conference on the Illicit Trade in Small Arms and Light Weapons in All Its Aspects. A total of 482 initiatives by Member States to combat illicit trafficking in small arms and light weapons were facilitated compared to the target of 165. This indicates the determination of Member States to combat illicit trafficking of small arms and light weapons* and shows that the issue remains high on the international security agenda. As a result, 13 States have formally expressed their satisfaction with the support received in implementing the Programme of Action. The indicators of achievement will be refined to better capture feedback.

(d) Five advisory, technical assistance and fact-finding missions, to Burundi, Guinea-Bissau, Kenya and Sri Lanka (twice), were undertaken at the request of the Governments concerned to assist local authorities in combating the illicit proliferation of small arms and light weapons. As a result of such missions, Sri Lanka established a national commission against the proliferation of illicit small arms and concrete strategies and programmes to fight the proliferation of such weapons were defined by Burundi, Guinea-Bissau and Kenya, indicating the use by Member States of services related to practical disarmament measures. Some requests were redirected to the Department's regional centres, the Organization for Security and Cooperation in Europe or other United Nations agencies.

Subprogramme 4
Monitoring, database and information

4.5 (a) The print version of the *United Nations Disarmament Yearbook* was widely disseminated, while 374 educational institutions, Government entities and other organizations have registered as users of the electronic version, launched in October 2005. More than 1,800 copies of publications were distributed compared to the target of 500. With the assistance of the Hague Appeal for Peace campaign for peace education, educational pilot projects in Albania, Cambodia, Niger and Peru were completed and resulted in the acceptance of peace and disarmament issues in the national curriculum of all four countries; the training of more than 75 teachers and 50 youth leaders; and the holding of a national education conference in Lima on peace and disarmament education, attended by 1,000 teachers. The biennial

resolution on the disarmament information programme gained 4 more sponsors, for a total of 24, indicating that Member States are better informed about multilateral deliberations in the field of disarmament. The Department is actively seeking better ways to improve the delivery of information and maximize usage of the website.*

(b) Increased public interest in multilateral action in the field of disarmament was evidenced by 35 requests for briefings (target: 30), which resulted in building the capacity of some 640 students. Despite the fact that Governments have not been able to agree in the Conference on Disarmament or the Disarmament Commission, on a final document of the Non-Proliferation Treaty Review Conference or on any disarmament language in the 2005 World Summit Outcome (resolution 60/1), users of the website* slowly expanded the use of information, as shown by the increase in the average daily number of users from 950 to 1,030.

(c) The overall rate of female participation in the Advisory Board on Disarmament Matters remained at 33 per cent. Although Governments were apprised of the importance of selecting qualified female experts for the information security expert group, women's participation fell to only 13 per cent. An average of 45 per cent of female interns were selected during the period. In the panel discussion on verification, the panellists were divided evenly between women and men, which indicates the increased understanding and importance attached to gender balance in disarmament work.

Subprogramme 5
Regional disarmament

4.6 (a) In all, 115 joint disarmament-related projects and consultations (49 above the target) and 40 events (26 above the target) were undertaken, which fostered communication and discussion and enhanced cooperation among States in matters related to confidence-building measures, disarmament, peace and development issues. A memorandum of understanding was signed with UNDP to strengthen the capacity of the subprogramme in the planning and execution of projects in the area of small arms and light weapons. Other results included the creation of a regional training centre in Latin America,* negotiations with private industry to assist States in curbing illicit firearms trafficking, the adoption of the Inter-American Convention against the Illicit Manufacturing of and Trafficking in Firearms, Ammunition, Explosives and Other Related Materials, cooperation with the related treaty body and the Agency for the Prohibition of Nuclear Weapons in Latin America and the Caribbean and the creation of a platform for States to offer assistance and protection against a chemical weapon attack. In Africa, a small arms transparency and control regime was established with the participation of 10 States. Technical support was given to the Economic Community of West African States in the conversion of its moratorium on light weapons into a legally binding convention. Cooperation with international organizations was also further enhanced through joint projects and activities related mostly to illicit trade in small arms and light weapons, landmine issues, treaty advocacy and outreach.

(b) Increased awareness of the value of regular consultations with regional and subregional organizations was indicated by the 85 additional requests to participate in conferences, workshops and seminars, raising the total to 218, 48 more than the target. Other aspects of increasing awareness include media coverage and dissemination of information through the Regional Disarmament Branch

website* and the websites of the regional centres in Latin America and the Caribbean,* Africa,* and Asia and the Pacific.* Regional databases and the electronic dissemination of information have contributed to more active involvement of regional stakeholders.* Programmes and projects were developed in the African and Latin American and Caribbean regions in the fields of peace, disarmament and development,* a regional code of conduct on firearms import/export, the ratification and implementation of chemical and nuclear weapons agreements and the creation of regional networks on chemical weapons and firearms forensics. In the Asian and Pacific region, increased consultations were held to promote regional dialogue on the non-proliferation of weapons of mass destruction, the implementation of the Plan of Action on the Illicit Trade in Small Arms and Light Weapons in All Its Aspects, the promotion of disarmament agreements and their verification, a nuclear-weapon-free zone in Central Asia and Mongolia's nuclear-weapon-free status, and transparency in armaments. As a result of seven years of intensive negotiations, the Central Asian nuclear-weapon-free zone treaty and the protocol thereto were adopted by the five Central Asian States.

(c) Gender has become a regular item on the agendas of regional meetings and in briefings organized by the Regional Disarmament Branch. Practical tools for including the gender issue in legislative debates, national firearms legislation and joint community projects of civil society and local governments were provided by the Regional Centre for Peace, Disarmament and Development in Latin America and the Caribbean through its website. The Centre also produced publications and videos on good practices to enhance the value of gender in attaining disarmament objectives. The Asian and Pacific Regional Centre has also kept the gender issue high on the agenda of the regional meeting on small arms and light weapons, held in Kazakhstan. The Africa Regional Centre systematically requested Governments to include female delegates as participants in its activities. The Centre also developed a programme on the role of women in the dialogue on peace in Togo.

Section 5
Peacekeeping operations*

Highlights of programme results

In directing 18 peacekeeping operations comprising 83,000 personnel, the Department of Peacekeeping Operations focused on implementing Security Council mandates in support of ONUB, the United Nations Stabilization Mission in Haiti (MINUSTAH), the United Nations Operation in Côte d'Ivoire (UNOCI) and the United Nations Mission in the Sudan (UNMIS), while maintaining comprehensive political and operational support to ongoing missions. Free and fair elections were held in Afghanistan, Burundi and Liberia and preparations commenced for elections in the Congo and Haiti. The completion of mandates in Sierra Leone and Timor-Leste was followed by integrated support to sustain peacekeeping achievements via downsized missions.

Conflict-prevention or crisis-response arrangements and operational partnerships with five regional organizations supplemented mandate implementation activities in seven countries.

New policies, forms of guidance and tools have been developed, and partnerships with Member States and United Nations entities have been strengthened. Capacity for rapid deployment was enhanced through initiatives in the areas of personnel — military, civilian police and civilian — as well as materiel. The deployment of materiel was facilitated by the increased functionality of the strategic deployment stocks and of personnel through the development of generic staffing templates for medium-sized missions and 349 generic job profiles.

A gender resource package for peacekeeping operations was published and gender adviser or focal point positions were established at Headquarters as well as in all operations and missions administered by the Department.

The Mine Action Service led projects in Afghanistan, Burundi, the Democratic Republic of the Congo, the Ethiopia-Eritrea Temporary Security Zone, southern Lebanon and the Sudan and supported activities in Croatia, Cyprus, Iraq and Kosovo that resulted in a reduction in the threat of mines and unexploded ordnance. It developed means to deploy a rapid-response capability in emergency humanitarian and peacekeeping operations. Landmine impact survey missions were completed in Afghanistan, Armenia, Bosnia and Herzegovina, Eritrea, Ethiopia and Somalia and were under way in Burundi and the Democratic Republic of the Congo.

Further details of programme results are available in the report of the Secretary-General on the implementation of the recommendations of the Special Committee on Peacekeeping Operations (A/59/608 and Corr.1) and the report of the Office of Internal Oversight Services on its evaluation of the impact of the recent restructuring of the Department of Peacekeeping Operations (A/58/746).

* Further information is available online.

Challenges, obstacles and unmet goals

The surge in peace operations challenged the capacity of the Department to carry out advance planning and rapid deployment of new operations while providing effective backstopping to existing missions. Strengthening of such capacity is needed. The Department has taken significant measures to address the instances of sexual exploitation and abuse and will stress the Organization's zero-tolerance policy on the matter.

Output implementation rate

The above-cited results are based on the implementation of 100 per cent of 669 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 5) and General Assembly resolution 58/270,* annex I).

Executive direction and management

5.1 (a) To ensure that the Department's programme of work is effectively managed and supported by staff and financial resources, innovative practices were adopted such as inter-mission cooperation in West Africa, refinement of the strategic deployment stocks, joint operations and the establishment of joint mission analysis centres. Cooperation with the African Union was strengthened in regard to Western Sahara, Burundi, Côte d'Ivoire, the United Nations Mission in Ethiopia and Eritrea (UNMEE) and Darfur in particular. During the biennium, cases of sexual exploitation and abuse gravely damaged the good name of the United Nations. The Department, along with other offices in the United Nations, has taken a series of measures to address this issue and will continue to implement the zero-tolerance policy on sexual exploitation and abuse.

(b) Regarding the identification of emerging issues that require attention by Member States, the Department outlined its vision on five longer-term priority areas: people, doctrine, partnerships, organizations and resources (see A/59/608 and Corr.1). Regular briefings were provided to Member States on a broad range of topics. In line with recent experience, consultation with Member States on the Department's reform initiatives will be enhanced.

(c) Increased recognition of gender issues, taking into consideration geographical balance, in peacekeeping operations was attained through partnerships with Member States; adoption of more effective policies and tools, including a gender mainstreaming policy statement;* and appointment of a gender adviser to ensure that guidance provided to peacekeeping missions is gender sensitive and to build a knowledge-sharing network among the missions. Based on lessons learned, future efforts will aim at strengthening accountability for gender mainstreaming, developing effective monitoring and impact assessment tools and ensuring that investments made to promote women's participation in transitional processes are sustained beyond the life of a peacekeeping mission.

Subprogramme 1
Operations

5.2 In support of the reduction and/or cessation of hostilities through the fulfilment of Security Council mandates for peacekeeping operations, Security Council planning and initial deployment requirements were met in conformity with peace agreements. This provided critical post-conflict stability necessary for the demobilization of armed groups threatening peace processes, for elections and/or for the transfer and consolidation of Government authority in previously disputed areas. The Department's guidance was essential for missions to set their operational priorities in line with political imperatives. The Department's integrated mission planning efforts will continue to improve with respect to adapting to time and resource constraints, on the basis of lessons learned.

Subprogramme 2
Mission support

5.3 (a) The Department heightened operational readiness by strengthening its ability to plan, manage, direct and support peacekeeping operations. It developed guidelines and standard operating procedures for a variety of operational and support areas, including generic staffing templates for medium-sized missions, 349 generic job profiles and specifications, staff and standard cost elements of a newly developed electronic budget model. These tools were designed to meet the operational requirements of missions and facilitated the timely deployment of personnel.

(b) Management of field missions has been improved, inter alia, by shortening the mission liquidation process. The average time needed to liquidate a mission closing after 2000 is just over two years, compared with the target of four years (five missions were closed and liquidated between 2000 and 2004), while missions that have not been liquidated (six missions that closed between 2000 and 2004) are expected to be liquidated within 2.5 years of the end of their mandate. The time frame for reimbursement of contingent-owned equipment was further reduced to four months, in line with the target. The civilian rapid deployment roster and the framework for succession planning based on skills inventory data and analysis have been developed and will be implemented shortly. Further improvements in the final disposition of assets will have a positive impact on the liquidation time frame. The percentage of field missions receiving immediate operational requirements on the required date was raised to 100 per cent against the target of 95 per cent and the level of 80 per cent achieved in 2002-2003.

Subprogramme 3
Military and civilian police advice and planning

5.4 (a) The effective establishment of military and civilian police components of peacekeeping missions was evidenced by the deployment of police officers to four missions (MINUSTAH, UNOCI, ONUB and UNMIS) within less than 45 days on average, compared to 90 days previously. The deployment of military components was decreased to an average of 113 days (lower than 150 days in 2002-2003, but still higher than the target of 90 days), despite a surge in peacekeeping activities. The number of Member States with which standby agreements have been concluded increased by 11 per cent to 83 countries — still lower than the target of 90. The

United Nations standing police capacity concept was developed along with a proposal for strategic reserves in the military area, which is expected to enhance the effectiveness of deployed contingents.*

(b) In improving decision-making capacity through increased utilization of the standby arrangements system, limited success was registered as 61 per cent of deployment needs were met by utilizing the system (compared to 60 per cent in 2002-2003 and less than the target of 65 per cent). In the military area, the fact that Member States have listed units and enabling assets for deployment through the standby arrangements system improves the ability for decision-making. In the civilian police area, while there are 10 Member States contributing a total of 409 officers to the on-call roster under the standby arrangements system, only 15 officers were deployed from it in 2004-2005. This was because nominated officers are actively engaged in their police services rather than being in a standby capacity and are therefore not available on short notice. A policy on joint mission analysis cells and joint operations centres is being developed to assist in the analysis of information and decision-making processes.

Subprogramme 4
Mine action coordination

5.5 In order to reduce the threat posed by landmines and unexploded ordnance, 1.1 million square metres of suspected dangerous areas were cleared in the Sudan. In addition, 282 kilometres of roads were verified and some 430 mines, 11,800 pieces of unexploded ordnance and 56,500 items of small-arms ammunition were destroyed. In UNMEE, 3,670 kilometres of roads were verified and 7.5 million square metres of suspected dangerous areas were released through survey and clearance activities. During those operations, 1,550 landmines and almost 14,000 items of unexploded ordnance were destroyed. In Afghanistan, a total of 337 manual mine-clearance teams and 30 mine-detecting dog sets (consisting of two dogs, a leader and other personnel) have been undertaking technical survey and mine-clearance tasks. In Burundi, the Democratic Republic of the Congo and southern Lebanon, the focus was on coordination, surveys and information-gathering, clearance operations and mine-risk education activities. In the case of southern Lebanon, 82 suspected hazardous areas were surveyed by mine action staff and were declared free of mines, thereby releasing 984,000 square metres back into productive use. In the Democratic Republic of the Congo, emergency impact surveys covered more than 30,000 square kilometres and identified 744 suspect areas covering more than 8 million square metres. In addition, mine/unexploded ordnance clearance activities resulted in the destruction of 2,500 landmines, 8,300 pieces of unexploded ordnance, and clearance of more than 1.3 million square metres of land. In Burundi, an emergency impact survey was initiated in May 2005. By December, 66 per cent of the territory had been covered and 119 suspect areas identified. Technical and informational support was provided to United Nations mine-action partners to ensure a coherent, coordinated response in all countries. Inter-agency assessment missions were conducted in Senegal, Uganda and Ukraine, resulting in an expansion in national programmes with proposals for United Nations support and increased activity by non-governmental organizations partners.*

Peacekeeping missions

United Nations Truce Supervision Organization

5.6 (a) In terms of enhanced compliance with Security Council resolutions, the number of incidents — 184 — was not in line with the target — zero. Achieving progress depends largely on the willingness of the parties to resolve their disputes peacefully and to abide by Security Council resolutions. The mission is not in a position to compel the parties to comply with resolutions. Nevertheless, its activities contributed to preventing incidents from spiralling out of control and to relative stability in the area.

(b) Cooperation with and support for United Nations organizations in the region were at the desired level, as seven meetings and negotiating sessions were held and seven service support agreements were in force.

United Nations Military Observer Group in India and Pakistan

5.7 The presence of military observers on both sides of the line of control, as well as effective and efficient patrolling, inspection and investigation of ceasefire violations, is evidenced by 730 daily, 104 weekly and 24 monthly reports that kept the Secretary-General and the Department informed of developments in the mission area, confidence-building measures and the progress of the composite dialogue between India and Pakistan.

Section 6
Peaceful uses of outer space*

Highlights of programme results

Four additional Member States ratified and one intergovernmental organization declared its acceptance of the rights and obligations of one or more of the United Nations treaties on outer space as a result of continuous facilitation and assistance by the Office for Outer Space Affairs and through its support of the work of the Legal Subcommittee of the Committee on the Peaceful Uses of Outer Space. Two additional Member States enacted national space laws. Training of 120 policymakers and managers from 23 governmental agencies, national legislative bodies and licensing authorities from developing countries (10 from Latin America and the Caribbean and 13 from Africa) enhanced their understanding and strengthened their capacity to apply those international legal instruments to national space activities.

Further details of programme results are available in reports of the Expert on Space Applications (A/AC.105/840 and A/AC.105/861) and in the assessment of training courses on remote sensing education for educators (A/AC.105/831).

Challenges, obstacles and unmet goals

Experience in promoting the ratification of the United Nations treaties on outer space has revealed the need to assist Member States with procedural elements of depositing an instrument of ratification.

Workshops and symposiums addressing issues in advance of global conferences make possible a more practical demonstration of the benefits of space technologies for economic, social or cultural development. Participation of the Office in post-conference activities and in the work of intergovernmental entities and events will help create synergies between involved organizations and increase awareness.

Because of limited financial resources, capacity-building in space law is being done in English only, thereby reducing attendance by jurists and educators who speak other languages. Supplementary initiatives and funding by other institutions and organizations will be sought.

Output implementation rate

The above-cited results are based on the implementation of 94 per cent of 322 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 6)).

* Further information is available online.

Programme accomplishments

(a) As a result of capacity-building and awareness-raising activities in the area of international space law, Belgium and Peru ratified the Agreement Governing the Activities of States on the Moon and Other Celestial Bodies, Nigeria the Convention on International Liability for Damage caused by Space Objects and Italy the Convention on Registration of Objects Launched into Outer Space, and the European Organization for the Exploitation of Meteorological Satellites declared its acceptance of the rights and obligations of the Agreement on the Rescue of Astronauts, the Return of Astronauts and the Return of Objects Launched into Outer Space and the Liability Convention, thereby bringing the total number of ratifications and declarations by Governments and international organizations to 334. In addition, Belgium and Italy enacted national space laws and another five States documented their actions towards ratifying treaties and/or developing national space laws and policy documents, which indicates greater adherence by the international community to the international legal regime established to govern outer space activities. Through space law workshops and the promotion of space law, 120 governmental officials, decision makers from space-related institutions from 23 developing countries, have built capacity in space law and policies. There are more than 400 subscribers to the e-publication entitled "Space Law Update", which is disseminated through the programme's website.* On the recommendation of the first space law workshop, a directory of institutions teaching space law was compiled and now includes more than 40 institutions in 23 countries. Experience shows the need to assist Member States and intergovernmental organizations with the procedural aspects of depositing an instrument of ratification.

(b) In order to increase awareness in the international community of the effective application of space science and technology in economic, social and cultural development, the programme supported action teams addressing environmental monitoring strategies, near-Earth objects, disaster management and Global Navigation Satellite Systems* in 48 countries, 14 United Nations system organizations and 20 intergovernmental and non-governmental organizations. This led to the establishment of the International Committee on Global Navigation Satellite Systems to prepare a study on the creation of an international space disaster management coordination entity for review by intergovernmental bodies. Secretariat assistance to the Committee resulted in a closer link between the implementation of the recommendations of the Third United Nations Conference on the Exploration and Peaceful Uses of Outer Space and the work of the Commission on Sustainable Development. The capacity and cost-effectiveness of space applications to support the overarching development agendas set by the Millennium Summit, the World Summit on Sustainable Development and the World Summit on the Information Society were brought to the attention of Member States during the General Assembly review of the implementation of the recommendations of the Conference (see A/59/174 and resolution 59/2). Owing to the contributions of the Office of Outer Space Affairs to the preparatory process for the World Conference on Disaster Reduction, the value of space applications for disaster reduction and disaster relief were reflected in the outcome document of the Conference (A/CONF.206/6, chap. I, resolution 2). Over 2,200 policymakers, decision makers, scientists, application specialists, educators, heads of programmes and directors from more than 90 countries enhanced their capacity in space applications by means of 25 training courses, meetings and symposiums. Those activities raised awareness on the

effective application of space technology to promote sustainable economic and social development and resulted in six further initiatives to enhance capacity. Increased participation of the Office in post-conference activities and in the work of intergovernmental entities and events will help in the development of new follow-up initiatives and in finding co-sponsors and partners for their implementation, as well as creating synergies between the efforts of the Office and those of other organizations.

(c) Twenty-five capacity-building programmes and working partnerships resulted in the implementation of five projects on the use of space technology for integrated water resources management, natural resources management, environmental monitoring, environmental security, disaster management and sustainable development and the establishment of one committee of experts to increase social and economic benefits for developing countries. Eight specialists from developing countries benefited from a long-term fellowship programme on navigation and related applications.* In cooperation with the Centres for Space Science and Technology Education, 210 specialists from developing countries attended nine-month graduate-level programmes followed by one-year pilot projects in their home countries. As focal point for United Nations entities responding to major disasters, the International Charter "Space and Major Disasters" was used 19 times, and eight space agencies were provided with satellite images free of charge, which assisted them in responding to the Indian Ocean tsunami, hurricanes, typhoons, floods, landslides, earthquakes and a volcanic eruption. In cooperation with the United States Government, land remote sensing satellite (Landsat) images of the entire African continent were distributed to institutions in Africa free of charge to serve as a tool for promoting economic and social benefits in the region. In order to better assist countries lacking national operational space-related programmes, a better programme to raise awareness of the potential benefits of pilot projects and capacity-building needs to be developed.

Section 8
Legal affairs*

Highlights of programme results

The Office of the Legal Counsel provided advice on legal implications of the Khmer Rouge trials, the Special Court for Sierra Leone, the International Tribunal for the Former Yugoslavia, the International Criminal Tribunal for Rwanda and the international independent investigation commission on the assassination of Rafik Hariri, former Prime Minister of Lebanon. The General Legal Division successfully resolved claims against the United Nations resulting in savings of approximately $31.8 million while successfully defending the Organization's status and privileges and immunities in all legal proceedings. Important instruments were completed, including the United Nations Convention on Jurisdictional Immunities of States and Their Property, the International Convention for the Suppression of Acts of Nuclear Terrorism and the Optional Protocol to the Convention on the Safety of United Nations and Associated Personnel. An overall increase was observed in the number of participants in the United Nations Convention on the Law of the Sea and its implementing Agreements, the number of actions of bodies and processes relating to oceans and the law of the sea, the participation of civil society in the United Nations Open-ended Informal Consultative Process on Oceans and the Law of the Sea and the number of States participating in the Meeting of States Parties to the Convention, leading to a higher degree of uniformity and consistency in the application of the Convention and its implementing Agreements. A greater number of transactions and legislative decisions were carried out under United Nations Commission on International Trade Law (UNCITRAL) texts, as reflected in the increased quantity of judicial decisions and the number of ratifications of UNCITRAL texts. A total of 133 Member States, submitting 367 actions, participated in two annual treaty events on protecting civilians and responding to global challenges. Greater awareness of the multilateral treaty framework was enhanced by nine treaty law and practice training seminars, new publications and extensive use of the Internet for dissemination of information.

Challenges, obstacles and unmet goals

Major international developments resulting in changes in the international political climate as well as legislative developments within Member States influenced the process of elaboration of several instruments. The political situation in different parts of the world has not facilitated consensus on the discussion concerning the definition of terrorism, which is part of the pending draft comprehensive convention on international terrorism. In order to fulfil its mandate to monitor State practice, the Division for Ocean Affairs and the Law of the Sea requires more information on new legislative acts adopted at the national or

* Further information is available online.

regional level. The use of counters of website visits needs to be considerably refined in order to produce more meaningful information regarding awareness of UNCITRAL texts in the business community.

It is necessary to identify relevant customary rules of general international law, existing treaty provisions and elements common to different national legal systems, as well as to harmonize different and often conflicting national interests in areas requiring international legal regulation.

Continuous attention must be given to maintaining the high legal quality that is characteristic of products produced by the Office of Legal Affairs.

Further details of programme results are available in document E/AC.51/2005/5.

Output implementation rate

The above-cited results are based on the implementation of 97 per cent of 2,034 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 8) and resolution 58/270, annex I).

Subprogramme 1
Overall direction, management and coordination of legal advice and services provided to the United Nations as a whole

8.1 (a) The provision of more qualitative legal advice to principal and subsidiary organs of the United Nations, leading to an increased understanding of international law, is evidenced by a number of achievements of the Office of Legal Affairs. It concluded, within a four-month time frame, seven status-of-forces and status-of-mission agreements that provide protection to United Nations missions and their staff. These agreements include provisions that require the host country to protect international personnel and prosecute offenders. Three special agreements took an average of 10 months to conclude owing to their highly political nature and the long period of time Governments took to review drafts submitted by the United Nations. More than 120 agreements with Member States for smaller conferences and workshops were concluded, taking on average one to four months per agreement. Memorandums of understanding for standby arrangements between the United Nations and six countries took one to two months to finalize because they are concise and non-binding. Despite an increase in requests for advice (more than 5,000 during the biennium), all responses were made by the deadline required by the requesting unit, organ or office and within five days of receipt. In more than 70 cases during the biennium, the intervention of the Office of the Legal Counsel was successful, with only one intervention per violation. The work of the principal and subsidiary organs, such as the ad hoc tribunals and the Special Court for Sierra Leone, was facilitated through the provision of advice and coordination with court officials.

Subprogramme 2
General legal services provided to United Nations organs and programmes

8.2 (a) A review of legal case histories and claims revealed that the privileges and immunities of the Organization had been successfully defended in 100 per cent of the legal proceedings instituted against the Organization or its officials, thus ensuring greater protection of the Organization's legal rights and minimization of its legal liabilities. All contracts and agreements prepared or reviewed during the biennium protected the Organization's legal interests, with only two disputes arising. The legal liabilities of the Organization were kept to a minimum: claims totalling $23.4 million brought in arbitral proceedings were settled for under $1 million, and claims totalling some $13.4 million were settled for less than $3.9 million, thus minimizing the Organization's potential legal liabilities.

(b) The provision of legal advice and support aimed at enabling offices, departments and subsidiary organs to maximize their compliance with regulations, rules and administrative issuances resulted in consolidation of clients' understanding of and ability to apply the Organization's legal regime and in an improved contractual regime based on the review and revision of the general conditions of contract. The Office of Legal Affairs assisted with the changes required to implement procurement and human resources reforms, thus clarifying the legal regime governing staff and contractors. Concerns about the timeliness and responsiveness of advice under this subprogramme led to reviews and the implementation of changes in work methods.

Subprogramme 3
Progressive development and codification of international law*

8.3 (a) Progress in the formulation of legal instruments was achieved through the provision of support to all concerned bodies, including research for the International Law Commission and its special rapporteurs in relation to nine topics. The Office conducted further research and prepared documentation relating to the work of the five ad hoc committees, the Special Committee on the Charter of the United Nations and on the Strengthening of the Role of the Organization and working groups of the Sixth Committee. A number of instruments were completed, namely, the United Nations Convention on Jurisdictional Immunities of States and Their Property, the International Convention for the Suppression of Acts of Nuclear Terrorism and the Optional Protocol to the Convention on the Safety of United Nations and Associated Personnel. Several other instruments are in an advanced state of preparation, namely, the first reading of draft articles on diplomatic protection and draft principles on allocation of loss in the case of transboundary harm arising out of hazardous activities. Draft articles on the responsibility of international organizations and draft guidelines on reservations to treaties are under consideration by the International Law Commission; more than 70 draft guidelines on reservations to treaties have been adopted so far by the Commission dealing with various aspects of reservations.

(b) Outreach activities for Government officials, academics and practitioners in legal systems worldwide have provided them with new tools for dissemination and wider appreciation and understanding of international law. The activities included two international law seminars and two international fellowship programmes with 48 and 36 participants respectively from developing countries,

five recurrent and three non-recurrent publications and three updated websites. The positive assessment of these activities was reflected in General Assembly resolutions 59/41 and 60/22.

(c) The promotion of adherence to and compliance with legal instruments is aimed at ensuring respect for the principles and rules of international law governing diplomatic and consular relations. The communication of notifications of incidents and replies thereto as well as the preparation of the relevant report of the Secretary-General, were carried out in a timely manner. Ninety-two additional States signed the International Convention for the Suppression of Acts of Nuclear Terrorism (total: 96) or the United Nations Convention on Jurisdictional Immunities of States and Their Property (total: 17).

Subprogramme 4
Law of the sea and ocean affairs*

8.4 (a) Progress in the promotion of greater respect for and acceptance of the Convention and implementing Agreements and a higher degree of uniformity and consistency in their application were reflected in the increase from 333 to 458 (higher than the target of 393) in the total number of participants in the Convention and implementing Agreements, in actions of the General Assembly, the Informal Consultative Process and other parliamentary bodies, in the number of submissions to the Commission on the Limits of the Continental Shelf, in the number of deposits and actions concerning other maritime zones and in the number of participants in training and briefings. Support was provided through parliamentary documentation, a publications programme, advisory services, training of Member States on substantive matters in the field of ocean affairs and the law of the sea and increased technical facilities in the Office of Legal Affairs.

(b) Increased opportunities for States to derive benefits from the oceans and seas in conformity with the United Nations Convention on the Law of the Sea were evidenced by the fact that the number of participants in the Meeting of States Parties to the Convention increased from 113 to 146 (higher than the target of 141).

Subprogramme 5
Progressive harmonization and unification of the law of international trade*

8.5 Progress towards meeting the main goals of the production of modern legal standards for world trade, the coordination of activities of international organizations in the field of international trade law and the provision of technical assistance to legal reform in that field was evidenced by 2 new major legal texts, 78 judicial and arbitral decisions based on UNCITRAL, 38 treaty actions and national enactments of UNCITRAL texts, 50 coordination actions and 35 technical assistance actions. About 600 publications discussed the work of UNCITRAL, and the UNCITRAL website received 547,000 visitors. The analysis of feedback information from website users will be emphasized in the future.

Subprogramme 6
Custody, registration and publication of treaties*

8.6 (a) Timely and accurate access to treaties deposited with the Secretary-General and to treaties and actions registered with and published by the Secretariat was evidenced by the processing on the day of receipt of treaty actions relating to

over 500 treaties deposited with the Secretary-General and the posting of the depositary notifications of those actions on the website the next day. The actions were also reflected on the "status of multilateral treaties deposited with the Secretary-General" website on the day of processing. Treaties submitted for registration, filing and recording were processed within two weeks of receipt, and the monthly statement of treaties registered, filed and recorded was ready for printing approximately two weeks after the end of every month and was posted on the website every month. The processing time for publishing the registered treaties was further reduced to 12 months, and monitoring and liaison with conference services was strengthened to ensure that translations were completed on a timely basis. The number of visits to the treaty website grew by 70 per cent, to 1.7 million per month. Access and search functions on the treaty website were improved.

(b) Greater participation in treaties was promoted through the organization of two annual events on protection of civilians and responding to global challenges. A total of 133 States participated in the "Focus" events of 2004 and 2005 and submitted 367 actions, bringing a number of treaties closer to their entry into force. At Focus 2004, 34 States participated and 101 treaty actions relating to 45 treaties were undertaken. At Focus 2005, 99 States and the European Union participated and 265 treaty actions (compared to 200 in 2002-2003) relating to 107 treaties (118 signatures, 147 ratifications, acceptances, approvals accessions) were completed.

(c) Technical advice and assistance were provided to Government officials and other stakeholders in order to increase their knowledge and understanding of the treaty depositary, registration and publication practice and of mechanisms ensuring proper implementation of treaty rights and obligations. The Office answered 938 requests for advice compared to 400 in 2002-2003. Training and other outreach activities resulted in an increase in the number of treaty actions undertaken and a decrease in the number of "defective instruments" (i.e., those not properly signed or containing unauthorized reservations).

(d) Technical assistance facilitating broader State participation in the multilateral treaty framework and the domestic implementation of treaty obligations was provided though treaty law and practice seminars as well as technical seminars on the Treaty Section publication programme and included advice in the drafting of final clauses of the newly concluded multilateral treaties and the organization of treaty events to facilitate the entry into force of major treaties. Obstacles to States becoming parties to treaties deposited with the Secretary-General were identified and, where possible, removed through the provision of more information, advice and training. Awareness and appreciation for the rule of law was heightened through publications, training, lectures and seminars.

(e) The number of publications and data available to the general public in electronic format was increased through 35 new publications related to treaties being added to the United Nations treaty collection on the Internet. The publications "Focus 2004: Treaties on the protection of civilians" and "Focus 2005: Responding to global challenges" were issued both in hard copy and on the Internet. They include summaries and status of entry into force lists for approximately 35 key multilateral treaties in areas related to the themes of human rights, refugees, safety of United Nations personnel and penal matters, as well as key treaties in the disarmament, law of the sea, terrorism and disarmament areas.

Section 9
Economic and social affairs*

Highlights of programme results

The Department of Economic and Social Affairs provided substantive support to the 2005 World Summit, the outcome of which generated momentum for United Nations work in development, including key decisions to enable the Economic and Social Council to operate around the single framework of the internationally agreed development goals.

Secretariat support of the international meeting on small island developing states held in Mauritius helped the international community to understand better the vulnerability of those States and to agree on addressing their pressing social and economic problems. The programme contributed to the action-oriented outcome of the World Summit on the Information Society and supported the process to review implementation of key United Nations conferences, such as the 10-year reviews of the Copenhagen Declaration and Programme of Action and the Beijing Declaration and Platform for Action and the implementation of work of the Commission on Sustainable Development. The programme also took the lead in launching the Second International Decade of the World's Indigenous People and in co-chairing the coordination of system-wide activities related to the International Year of Microcredit, 2005.

The programme contributed to the peacebuilding work of the Organization through The Department's support of the Economic and Social Council Ad Hoc Advisory Group on African Countries Emerging from Conflict. The Statistics Division led the system-wide effort on Millennium Development Goal indicators.

As convenor of the Executive Committee on Economic and Social Affairs, the head of the programme worked to improve collaboration and networking between the Committee and the United Nations Development Group, fostering policy dialogues between those engaged in operational activities at the field level and non-resident United Nations experts on development issues. At the same time, the Committee's 11 thematic "clusters" strengthened collaboration among the Secretariat's economic and social departments by identifying and implementing new joint initiatives.

The programme supported both the ongoing process to negotiate a comprehensive and integral international convention on the protection and promotion of the rights and dignity of persons with disabilities and the preparations for the General Assembly debate on international migration and development.

* Further information is available online.

Challenges, obstacles and unmet goals

Making the Economic and Social Council and its subsidiary bodies work as a genuine system has been a persistent challenge, yet significant progress was achieved during the biennium on this front, in large part through experimentation with and learning from the implementation of new work methods and reviews of the Department's experience with both multi-year work programmes in some functional commissions as well as with multi-stakeholder processes. Another challenge related to the Department's experience in leading the inter-agency group on Millennium Development Goal indicators involved a substantial examination of a range of issues concerning the development of a sound framework for monitoring implementation across the breadth of the development agenda so as to strengthen United Nations capacity to support implementation and monitoring of the conference outcomes. In the context of changing requirements for operationalization of the relevant normative United Nations outcomes and evolving roles of other development agencies, the Department engaged in the rethinking and re-engineering of its activities in technical cooperation, particularly through encouraging the development of capacities for knowledge management and knowledge networking within the Department, within the Executive Committee on Economic and Social Affairs, and between the Committee and the United Nations Development Group.

Output implementation rate

The above-cited results are based on the implementation of 93 per cent of 3,114 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 9) and General Assembly resolution 58/270, annex I).

Executive direction and management

9.1 (a) In terms of the programme of work being effectively managed and supported by staff and financial resources, the Department of Economic and Social Affairs maintained the budget delivery rate of 97 per cent. Staff recruitment time was reduced to 214 days compared to the target of 270.

(b) Senior management provided leadership in identifying emerging and critical issues and undertook specific initiatives in such areas as the link between economic and social policies to sustain equitable development, Internet governance, international migration, measuring progress on the Millennium Development Goals and international taxation and served as coordinator for the Second International Decade of Indigenous People and Co-Chair for the International Year of Microcredit, 2005.

(c) In order to ensure effective coordination and policy guidance to the operational activities of the Department, emphasis was placed on integrated implementation of the outcomes of the United Nations global conferences, better

integration of analytical and operational activities and improved collaboration among entities of the Executive Committee on Economic and Social Affairs and the United Nations Development Group.

(d) As the convener of the Executive Committee on Economic and Social Affairs, the Department coordinated a review of priorities and programmes by all entities of the Committee. Seven meetings of principals and four meetings of deputies were held.

(e) In terms of mainstreaming a gender perspective, all 10 subprogrammes included the gender dimension in their normative, analytical and, to the extent possible, operational activities and outputs. Gender mainstreaming continues to be a top management priority.

(f) The Department actively collaborated with civil society, non-governmental organizations (NGOs), the private sector and other stakeholders, particularly with a view to increasing awareness of Member States, civil society and other major actors in the development process of the Department's activities and capacities across its main areas of programme responsibility. The Department's websites recorded 436 million visits, three times the target set for the biennium. The Department assisted United Nations senior officials, the Secretary-General and the Deputy Secretary-General through the preparation of 185 briefing notes.

Subprogramme 1
Economic and Social Council support and coordination*

9.2 (a) The outcome of the Department's support to the strengthened role of the General Assembly in the economic and social fields and enhanced effectiveness of the Economic and Social Council in consensus-building and policy coordination was reflected in six key examples of an integrated and multisectoral approach to development challenges: (i) General Assembly resolution 59/250 on the 2004 triennial comprehensive policy review of operational activities for development of the United Nations system; (ii) the 2004 Ministerial Declaration of the Economic and Social Council on resources mobilization and enabling environment for poverty eradication in the context of the implementation of the Programme of Action for the Least Developed Countries for the decade 2001-2010 (A/59/3, para. 49); (iii) Council resolution 2004/48 on a coordinated and integrated United Nations system approach to promoting rural development in developing countries, with due consideration to least developed countries, for poverty eradication and sustainable development; (iv) Council resolution 2005/31 on mainstreaming a gender perspective into all policies and programmes in the United Nations system; (v) Council resolutions 2004/44 and 2005/48 on its role in the integrated and coordinated implementation of the outcomes of and follow-up to major United Nations conferences and summits; and (vi) Council resolution 2004/63 on promoting coordination and consolidation of the work of the functional commissions. Some 300 meetings were held to strengthen collaboration and interaction among the major intergovernmental actors in the economic and social area.

(b) With regard to more effective policy guidance and coordination by the Economic and Social Council over its subsidiary machinery and vis-à-vis the work of its functional commissions, the Council, in its resolution 2005/48, recognized progress in cooperation among and between the functional commissions and the

funds and programmes. Functional commissions' contributions to the input of the Council to the 2005 World Summit were specifically acknowledged. The Council held 23 joint bureau meetings (against the target of 20) with its nine functional commissions, the Committee for Development Policy, the Committee of Experts on Public Administration, the United Nations Forum on Forests and the Permanent Forum on Indigenous Issues. All functional commissions adopted a multi-year programme of work to bring more predictability and certainty to their work.

(c) Forty-seven statements were made during Council sessions by NGOs and NGO coalitions compared with 31 during the previous biennium, indicating more effective interactions between the Council and NGOs. The United Nations NGO Informal Regional Network* expanded to include the Caspian region, Asia and the Pacific and Latin America and the Caribbean.

(d) A significant increase — from 32 to 49 senior officials — in participation in the Economic and Social Council special high-level meeting with the Bretton Woods institutions, the World Trade Organization* and UNCTAD* served as evidence of greater cooperation and effective interaction between the General Assembly and the Council and trade and financial institutions. Discussions of specific themes in the meetings' round tables were more focused and engaging owing to extensive prior consultations with institutions. The high-level policy dialogue became more focused on specific issues addressed at the high-level segment of the Council, including the achievement of the development goals in the least developed countries.

Subprogramme 2
Gender issues and advancement of women

9.3 (a) The mainstreaming of a gender perspective in work programmes and activities of intergovernmental forums, entities of the United Nations system, other intergovernmental organizations and Member States was demonstrated by the inclusion in 121 of the 649 resolutions adopted by the General Assembly during its fifty-eighth and fifty-ninth sessions of a reference to gender perspectives (compared to a target of 130 resolutions). A total of 214 representatives of Member States participated in the general debate of the Commission on the Status of Women, compared with the target of 120. This was due mostly to better than usual attendance and participation of Member States in the 10-year review of the implementation of the Beijing Platform for Action in 2005. Initiatives of United Nations entities to mainstream the gender perspective were indicated by 79 contributions to annual reports of the Secretary-General, exceeding the target of 70.

(b) To enhance capacity to implement the Beijing Declaration and Platform for Action, the outcome of the twenty-third special session of the General Assembly, the Convention on the Elimination of All Forms of Discrimination against Women, and the Millennium Declaration, the subprogramme provided advisory services and carried out training, workshops and consultations for representatives of national machineries for the advancement of women, human rights institutions and judicial practitioners. Training provided to 170 Government officials from Africa and Western Asia in five workshops increased knowledge on advantages of new information and communication technologies for effective implementation of gender equality through networking, information-sharing and knowledge management. Eighty per cent of participants expressed satisfaction with the workshops. A total of

183 participants from 42 Member States were trained through a series of workshops, judicial colloquiums and high-level consultations on effective implementation of the Convention. A first draft of a manual on the Convention was completed.

(c) Innovations to the websites of the Division for the Advancement of Women* and the Office of the Special Adviser on Gender Issues and Advancement of Women* helped to generate a total of some 8.9 million hits, nearly double the target of 4.5 million. This was due largely to the 10-year review and appraisal of the implementation of the Beijing Platform of Action by the Commission on the Status of Women in 2005. A 232 per cent increase in the number of participants in online discussions during the 10-year review is further indication of an expanded framework for information exchange and communication with Governments and civil society. The participation of 3,628 NGO representatives in the sessions of the Commission attested to the interest in its thematic focus, including the 10-year review of the implementation of the Beijing Platform for Action, and its interactive methods of work. The organization of 449 parallel events served to maximize the benefits to participants.

(d) As at June 2005, 30 per cent of all international staff in peacekeeping missions and 26.1 per cent of Professional staff assigned to peace operations were women, meeting the target. Overall, 37.1 per cent of Professional and higher positions in the Secretariat were occupied by women, an increase of 1.5 per cent since 2003. Women occupied 27.2 per cent of all positions at the D-1 level and above, representing an increase of 1.6 per cent, thus attesting to progress in the improvement of the status of women in the Secretariat. As at June 2005, 50 per cent or more of all staff at 11 United Nations entities were women, more than the target. Five other United Nations entities had more than 45 per cent women on their staff. Contributions to the advancement of the work-family agenda included a revised policy on family, maternity and paternity leave (ST/AI/2005/2) and efforts to further facilitate spousal employment. Five departments and offices held training programmes on gender mainstreaming under the auspices of the Office of Human Resources Management, two more than the target.

(e) Increased efficiency and effectiveness of inter-agency collaboration with respect to system-wide gender mainstreaming is indicated by the preparation of the 10-year review and appraisal of the Beijing Platform for Action at the forty-ninth session of the Commission on the Status of Women, joint contributions made to the exhibit on 30 years of United Nations efforts to promote gender equality, the co-sponsoring of 11 online discussions on critical areas of concern of the Beijing Platform for Action in preparation for the 10-year review and appraisal and a collaborative effort to redesign the WomenWatch web portal.* The work of nine task forces* contributed to the incorporation of gender perspectives in the work of United Nations entities and in the policy agenda at the intergovernmental level, including General Assembly resolution 59/250 regarding the triennial comprehensive policy review of operational activities for development of the United Nations system and the 2005 World Summit Outcome (resolution 60/1).

(f) Member States and NGOs issued 407 statements during sessions of the General Assembly and the Commission on the Status of Women (against the target of 350) providing information on concrete measures undertaken under the Beijing Declaration and Platform for Action adopted at the Fourth World Conference on Women and the outcome of the twenty-third special session of the General

Assembly, indicating enhanced capacity of Member States and enhanced involvement of all other actors to implement the recommendations of the Platform for Action.

(g) Four Member States ratified the Convention and 14 Member States became party to its Optional Protocol, bringing the number of ratifications to 180 and 74 respectively, exceeding targets. The increase in ratifications of both instruments and the submission of reports by 62 Member States (compared to a target of 35) are positive indicators of Member States' commitment to the promotion and protection of women's human rights, as well as the impact of support provided by the Division for the Advancement of Women in the form of training and information activities. The Committee's target of reviewing 31 States parties' reports reflected its determination to fulfil its mandate under the Convention.

Subprogramme 3
Social policy and development

9.4 (a) At the 2004 session of the Commission for Social Development, 89 per cent of the Governments represented stated that they had implemented policies or programmes to address core public sector constraints highlighted in the report of the Secretary-General on improving public sector effectiveness (E/CN.5/2004/5). At the 2005 session, 97 per cent of Member States indicated having implemented commitments and policies adopted in the Millennium Declaration (resolution 55/2), the Copenhagen Declaration on Social Development, the Programme of Action of the World Summit for Social Development and the Madrid International Plan of Action on Ageing. Member States welcomed the *Report on the World Social Situation 2005: the Inequality Predicament*,* with 93 per cent indicating that they had implemented policies and programmes to redress aspects of inequality. Expert group meetings and the fourth meeting of the International Forum for Social Development provided valuable perspectives for the report of the Secretary-General on the review of the further implementation of the World Summit for Social Development (E/CN.5/2005/6) and the *Report on the World Social Situation 2005*. The active participation of 28 United Nations agencies, funds and programmes in the Third Committee of the General Assembly, the Commission on Social Development and expert group meetings met the target.

(b) With regard to improved ability of Member States to pursue the goal of eradicating poverty through decisive national action and international cooperation, nearly 70 per cent of the recommendations contained in the report of the Secretary-General to the General Assembly at its fifty-ninth session (A/59/326 and Add.1) were reflected in its resolution 59/246 on the role of microcredit and microfinance in poverty eradication. Assembly resolutions on youth employment (57/165 and 58/133) gave impetus to the contribution of the United Nations to the Youth Employment Network* and the promotion of national action plans for youth employment. The expert group meeting on the review of the First United Nations Decade for the Eradication of Poverty addressed putting employment generation and poverty eradication at the centre of the macroeconomic policies of Member States.

(c) Support for the work of the Ad Hoc Committee on a Comprehensive and Integral International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disabilities* raised the profile of disability issues in intergovernmental forums. The interventions made by Member States on disability

reflected the impact of the work of the Ad Hoc Committee on the development of new policies and mechanisms inspired by evolving international norms and standards, thus advancing work on social integration, including issues related to ageing, disability and youth as well as conflict resolution.

(d) Participation during the annual sessions of the Permanent Forum on Indigenous Issues* included approximately 1,000 representatives of indigenous communities, NGOs and academia, 70 Member States and 35 organizations. Increased focus of the Forum on the designation of special themes and follow-up mechanisms, such as the Task Force on Indigenous Women of the Inter-Agency Network on Women and Gender Equality,* and special attention paid to follow-up at the regional and national levels by the Inter-Agency Support Group for the Permanent Forum indicated increased capacity to carry out its programme of work. The Forum made further progress in the collection and sharing of good practices by Governments, intergovernmental organizations, NGOs and academia.

(e) The 2005 session of the Commission for Social Development was attended by 203 NGO representatives, exceeding the target of 160. Those attendees registered a high level of satisfaction with regard to the session's results, attesting to improved access to United Nations research and analysis in the field of social development.

Subprogramme 4
Sustainable development*

9.5 (a) Member States in 80 per cent of their statements at the twelfth and thirteenth sessions of the Commission on Sustainable Development expressed satisfaction with Secretariat support for the implementation of the outcomes of the World Summit on Sustainable Development. A matrix of policy options and practical measures on water, sanitation and human settlements* was welcomed by Member States as a useful tool for implementing policy decisions. Regional implementation meetings organized in cooperation with the regional commissions helped to identify constraints and obstacles specific to a region and brought regional perspectives to the global forum, thereby enhancing the relevance and impact of Commission decisions at the regional level.

(b) Inter-agency consultations with 23 United Nations agencies on inputs to the reports of the Secretary-General on water, sanitation and human settlements ensured integrated consideration of social, economic and environmental dimensions of sustainable development. The Second International Meeting on Sustainable Consumption and Production,* organized jointly with UNEP in Costa Rica, resulted in the creation of five issue-specific task forces. Seventy-five collaborative arrangements were undertaken with United Nations agencies, international financial institutions and regional organizations in all areas of sustainable development, including UN-Water* and UN-Energy,* 25 per cent more than the target. Sixteen coordination meetings, double the target, guided and facilitated preparations for the sessions of the Commission.

(c) Monitoring of the implementation of sustainable development goals through the assessment of information collected at the national, regional and international levels was improved by giving more attention to implementation issues, case studies and best practices that helped to provide a set of data for shared learning. Information provided by 154 countries on national sustainable

development strategies* and on the core themes of the implementation cycle, namely, water, sanitation and human settlements was processed in a timely manner and all data were used to facilitate the Commission's review process. A web-based database was designed to provide user-friendly access to case studies.* In cooperation with the regional commissions, support was provided for regional assessments on themes of the twelfth and thirteenth sessions of the Commission as inputs to the regional implementation meetings,* which constituted an important basis for the global assessment.

(d) Dissemination of Internet-based information, e-mail lists and monthly conference calls contributed to the participation of representatives of over 1,600 major groups in panel discussions, round tables and high-level dialogues held during the biennium. There were 200 interventions at official sessions, testifying to the enhanced involvement of major groups in sustainable development activities. Major groups organized 120 side events on water, sanitation and human settlements, 9 workshops at the Learning Centre and 56 other activities that represented 45 per cent of Partnerships Fair presentations and related activities. The total of 185 activities far exceeded the target of 56 for the biennium. The work of a regionally balanced steering committee charged with the coordination of major groups' inputs to the international meeting on small island developing States was supported.

(e) The effective review and facilitation of partnerships that support the implementation of Agenda 21, the Programme for the Further Implementation of Agenda 21 and the Johannesburg Plan of Implementation were assisted by the launching of the Partnerships for Sustainable Development website* and searchable database,* which had been redesigned to make information on partnership registration procedures, partnership-related meetings and partnership publications produced by the Commission on Sustainable Development secretariat available in a more user-friendly format. At the initial launch in February 2004, the database included 266 partnership entries. By November 2005, 311 partnerships had been registered. One report of the Secretary-General (E/CN.17/2004/16) and one background paper on partnerships for sustainable development provided overviews to the Commission on implementation activities undertaken by registered partnerships. Partnerships Fair and other activities were organized at both sessions as well as at the International Meeting to Review the Implementation of the Programme of Action for the Sustainable Development of Small Island Developing States and the intergovernmental preparatory meeting for the thirteenth session of the Commission.

(f) International and regional cooperation, in particular North-South and South-South cooperation, in the area of sustainable development was enhanced through technical cooperation activities in the areas of water, energy and national sustainable development strategies for small island developing States, including the organization of capacity-building activities via the Learning Centre during the sessions of the Commission, the provision of support for regional implementation meetings and the organization, in collaboration with host Governments, of regional and international symposiums and workshops. In addition to the sessions of the Commission and other meetings, 44 activities, including exchanges of national, regional and intraregional experiences in sustainable development, were implemented, exceeding the target of 40.

(g) An analysis of feedback from recipient countries shows that 87 per cent were satisfied with Secretariat support for the implementation of the sustainable development agenda through strengthening of their human, scientific, technological, organizational, institutional and resource capacities, meeting the target. Capacity was strengthened in water resources management, water sector monitoring, management of water information systems, development of water policy, legislative frameworks and institutions, energy financing, energy-efficiency policies, renewable energy development, energy sector legal and regulatory reforms, cleaner fossil fuels and hydropower. Assistance was provided for the development and use of national sustainable development strategies* and indicators of sustainable development,* in particular by promoting cooperation among countries/regions for sharing knowledge and best practices and supporting sustainable livelihood approaches through joint management of water and energy resources.*

(h) Increased public accessibility to and awareness of information about sustainable development and Agenda 21, the Commission on Sustainable Development and the World Summit for Social Development were indicated by 2.6 million website visits during 2005, far surpassing the target of 350,000.* In addition to online information on recent developments and documentation for download, webcasts of Commission on Sustainable Development sessions were provided to enable the public to follow the deliberations. A brochure on sustainable development was prepared in all six official languages to help convey the objectives, areas of work and key sustainable development issues. A total of 94 public presentations were conducted, responding to 90 per cent of requests received.

(i) The international meeting held in Mauritius in January 2005 was attended by some 2,500 representatives of over 160 countries. It focused the world's attention on the vulnerability of small island developing States and led to the adoption of the Mauritius Strategy for the Further Implementation of the Programme of Action for the Sustainable Development of Small Island Developing States. Effective support for this 10-year review of progress achieved in implementing the Barbados Programme of Action approved at the Global Conference on the Sustainable Development of Small Island Developing States was indicated by the preparation of 14 review reports, double the number targeted, and the holding of 13 regional and interregional meetings as well as expert meetings and an intergovernmental preparatory meeting at the twelfth session of the Commission, 3 more than the target.*

Subprogramme 5
Statistics

9.6 (a) To strengthen the capacity of national statistical offices to routinely produce, analyse and disseminate statistical data, with improved quality, availability, usefulness and accessibility. 985 participants from developing countries and countries with economies in transition were trained at 25 workshops. Seventy-three per cent of workshop participants submitting evaluations indicated that they had had a positive learning experience. All 17 advisory missions were rated "good" or better in evaluation feedback. Ninety per cent of the experts participating in 12 expert group meetings rated the quality, availability and accessibility of statistical data published by the Statistics Division as "good" or "very good". Study tours for 113 developing countries' statisticians were organized to help in developing or revising

national statistical standards. Furthermore, 13 technical publications were published and distributed.*

(b) Workshops and expert group meetings held to enhance the comparability of statistics among countries drew 1,475 participants. Of those responding to evaluations, 70 per cent confirmed that they had obtained substantive new knowledge on methods and procedures for the measurement of economic and social phenomena. Ninety per cent of respondents rated the usefulness of the Division's newsletters* between "good" and "excellent". Training activities covered standardized measurement methods and procedures, the production of methodological publications and newsletters, and the development of websites to make data more accurate and comparable.

(c) Senior statisticians from 84 countries improved their understanding of new and critical issues in official statistics through participation in the discussions at the thirty-fifth and thirty-sixth sessions of the Statistical Commission.* This resulted in a more effective response by national statistical offices to emerging issues in such fields as the governance of statistical systems and international trade, national accounts, energy, environment and demographic and social statistics. In all, 240 national representatives attended each session of the Commission and discussed 19 reports on new and critical issues in statistics, which were also made available to national statistical offices. Ninety per cent of experts surveyed at expert group meetings and statistical workshops rated the Division's statistical publications as "good/very good" or "excellent". The Division* also provided training and fellowships on energy statistics, environmental accounting, economic census and aspects of distributive and industrial statistics.

(d) The number of participants in the sessions of the Commission increased from 211 to 304, with 60 countries participating as observers, many at the level of chief statistician. Increased participation of countries and increased collaboration among international organizations through four meetings of the inter-agency Committee for the Coordination of Statistical Activities and a conference on data quality in international organizations contributed to strengthening the global statistical system, including the endorsement by the Committee of a set of professional principles and good practices for international statistical activities. Cooperation projects strengthened subregional networks in ESCWA and ECOWAS.

(e) In response to Economic and Social Council resolution 2000/27, 18 collaborative activities with international organizations (compared to 5 in 2002-2003) led to rationalization and harmonization of development indicators. Four meetings of the Inter-Agency and Expert Group on Millennium Development Goal Indicators helped to resolve a number of methodological issues. An assessment of the capacity of countries to produce Millennium Development Goal indicators was undertaken with a view to reducing the number of indicators by focusing on a selection of statistically solid key indicators (rationalization) and ensuring their standardized production (harmonization).*

(f) Increased understanding of the use of the Geographic Information System for modern surveying and mapping activities was addressed by the 2004 session of the United Nations Group of Experts on Geographical Names* and the 2005 United Nations Cartographic Conference for the Americas.* The former was attended by 190 participants from 21 countries. A total of 121 working papers were submitted by participating countries in addition to 13 information papers prepared

by the Secretariat. The 2005 United Nations Regional Cartographic Conference for the Americas was attended by 158 participants from 32 countries who reviewed a total of 66 working papers and adopted 14 resolutions. Feedback from participants indicated that all had increased their knowledge.

Subprogramme 6
Population*

9.7 (a) Technical activities of the Population Division, such as the seminar on the relevance of population goals for the achievement of the Millennium Development Goals,* enabled the Commission on Population and Development to reach consensus on language that eventually found its way into the outcome document of the 2005 World Summit (resolution 60/1), raising the level of awareness of population issues in the broader development debate. Consultations, expert group meetings and technical studies* facilitated the progress of intergovernmental negotiations in the area of international migration and development, which will culminate in the High-level Dialogue on International Migration and Development in the General Assembly in September 2006. A publication entitled *The Impact of AIDS** was launched to increase understanding and awareness among Governments of the far-reaching consequences of the HIV/AIDS pandemic on individuals, families and national economies. That publication, along with the report entitled *Population, Development and HIV/AIDS with Particular Emphasis on Poverty*, informed the high-level meeting of the General Assembly on HIV/AIDS. Knowledge and awareness about population ageing was enhanced through such activities as an expert group meeting on social and economic implications of changing population age structures, held in Mexico City in September 2005.*

(b) World population estimates and projections, including urban and rural population estimates and projections, were more widely distributed through a variety of media such as wallcharts, reports, Internet interactive databases with table-making options, compact discs, press events and press releases. In this way the Population Division continues to meet the growing demand for technically sound and authoritative demographic data around the world, particularly for developing countries. Over 3 million visits were registered on the world population prospects webpages,* and 600,000 on the world urbanization prospects webpages.* Such data are frequently quoted in the media and in academic journals and other publications. Executive summaries of major reports were distributed in all official languages.

Subprogramme 7
Global development trends, issues and policies

9.8 (a) Analytical material prepared by the subprogramme, especially the *World Economic and Social Survey*,* contributed to various key aspects of economic and social debates, assisting representatives of Member States in reaching agreement on actions necessary to achieve the agreed development goals and objectives. Of the permanent missions that responded to a questionnaire, 14 per cent found the *Survey* "most useful" and 86 per cent found it "useful" to their work. Policy analysis was provided for an expert group for the United Nations Millennium Project, which produced the report *Investing in Development: A Practical Plan to Achieve the Millennium Development Goals*, and substantive inputs were made to the report of the Secretary-General entitled "In larger freedom: towards development, security

and human rights for all" (A/59/2005),* the *Millennium Development Goals Report 2005** and the Economic and Social Council report entitled "Towards achieving internationally agreed development goals, including those contained in the Millennium Declaration" (E/2005/56), which were central to informing the debates leading to the 2005 World Summit.

(b) Reports such as the *World Economic and Social Survey* assisted the Economic and Social Council and the Second Committee of the General Assembly in reaching agreement on strategies and development policy. Seventy one per cent of representatives of Member States responding to a survey had used the *World Economic and Social Survey* to support their deliberations in more than one intergovernmental body. Support for the Committee for Development Policy contributed to the examination of issues concerning reconstruction, development and sustainable peace in post-conflict countries. To increase coherence among the strategies, policies and measures pertaining to different aspects of development, two new initiatives were undertaken, namely, development forums* and the Secretary-General's consolidated report on the work of the functional commissions of the Economic and Social Council in 2005 (E/2005/74), which provided guidance on how to better harmonize their work and served as an input to the 2005 World Summit.

(c) To enhance cooperation and coordination on strategies, policies and measures to address development issues, including those pertaining to conflict, peace and security, relevant entities of the Secretariat worked jointly on two major publications, the *World Economic and Social Survey* and *World Economic Situation and Prospects*. The *World Economic and Social Survey 2004*, prepared by the Department of Economic and Social Affairs, UNCTAD and OHCHR, was devoted to international migration and included a discussion of mass movements of refugees related to outbreak of conflict. The 2005 report of the Committee for Development Policy entitled *Development challenges in sub-Saharan Africa and post-conflict countries** and the report of the Secretary-General on unilateral economic measures as a means of political and economic coercion against developing countries (A/60/226) also included linkages between peace, security and development. Measures taken by the Executive Committee on Economic and Social Affairs to increase collaboration and reduce duplication of effort in the economic and social areas included the review of 2006-2007 programme budget proposals and the post-Summit programme review.

(d) Analytical reports, particularly the *World Economic and Social Survey* and *World Economic Situation and Prospects* supported Member States in improving dialogues on global macroeconomic prospects and policy issues and contributed to the adoption of six resolutions with reference to short-term global economic developments and prospects (international trade and development, resolutions 59/221 and 60/184; international financial system and development, resolutions 59/222, and 60/186; and external debt crisis and development, resolutions 59/223 and 60/187). The *World Economic Situation and Prospects* had a record number of over 80,000 downloads. The Expert Group Meeting on Short- and Medium-Term Projections of the World Economy (Project LINK)* served as a forum for discussions on the short-term macroeconomic situation and policies and contributed to building capacity in five Central American countries and the Dominican Republic to utilize internationally accepted policy-analysis techniques and economic modelling in order to formulate and implement development policies.

(e) The ability of intergovernmental bodies and the Secretariat to include economic aspects when addressing other country- and region-specific problems was improved through the provision of information and analyses on economic structures, performance and prospects for countries in conflict and post-conflict situations to the Security Council, the Economic and Social Council and the General Assembly. The Committee for Development Policy at its seventh session (E/2005/33) was supported in examining links between conflict and development, in particular issues concerning reconstruction, development and sustainable peace in post-conflict countries.*

(f) The macroeconometric models developed to assist five Central American countries and the Dominican Republic to formulate and implement development policies can, with some adaptation, be used for modelling linkages between political and economic issues and policies. Feedback from participating countries indicated that the contribution of the project to improving capacity for using analytical tools in decision-making was "excellent" (80 per cent) or "very good" (20 per cent).

Subprogramme 8
Public administration, finance and development*

9.9 (a) General Assembly and Economic and Social Council resolutions on public administration and development acknowledged the contribution of the Division for Public Administration and Development Management to enhancing the knowledge of Member States about the role of public administration in the implementation of the Millennium Declaration and the outcomes of other major global conferences. The Sixth Global Forum on Reinventing Government* focused on the theme "towards participatory and transparent governance" and was attended by 9,000 participants from 140 States, including over 100 ministers of public administration.

(b) A total of 31 publications, 125 advisory missions, 11 expert group meetings and 5 ministerial meetings and support for almost 100 technical cooperation projects were aimed at improving understanding by national authorities of key approaches and emerging issues in governance, civil service professionalism, ethics and reform, public service delivery, public economics, resource mobilization and management. Ninety per cent of the participants in workshops during the Sixth Global Forum on Reinventing Government attested that the topics covered and the methodologies and tools made available were of particular interest to their Governments. In connection with two United Nations public service awards, training was conducted for 60 participants from 14 countries to promote better public administration practices. The Department contributed to three workshops training 1,000 participants on managing conflicts of interest and increasing transparency through e-government measures and social auditing.

(c) Improved methods for the identification and collection of basic data on the public sector were demonstrated by increased interest in products of the Division. Only two major outputs, the *World Public Sector Report** and the United Nations global e-government readiness surveys* generated 271,249 website visits and downloads.

(d) Enhanced access to information, successful practices and innovation in public economics, administration and finance through information technology was attested by an average of 2.9 million visits per month to the United Nations Online

Network in Public Administration and Finance,* exceeding the target. Improved facilities of the Network expedited access by Member States to data and information on country experiences and best practices in public administration.

(e) Forty-three statements by Government officials expressing satisfaction with regard to the relevance and value of the advisory services rendered attest to the strengthened capacity of economic and social institutions to achieve the Millennium Development Goals, reduce poverty and promote sustainable development. Some 125 advisory missions were undertaken and support was provided to 93 ongoing technical cooperation projects to strengthen capacity at the local and national levels. Specific technical assistance was provided to United Nations Centre for Regional Development Offices in Colombia, Japan and Kenya. In addition to traditional capacity-building training workshops, six courses were made available through United Nations Online Network facilities.

(f) The potential offered by information and communication technologies for the improvement of the functioning of Governments, particularly through the use of e-government, was widely utilized. All registered participants of the online training course on e-government rated it as useful and relevant. The Caribbean e-Government Initiative* led to the formulation and adoption of a regional e-government strategy. At the national level, countries have been encouraged to use the Measurement and Evaluation Tool for e-Government Readiness Assessment,* a diagnostic tool to assist national Governments in the development of more relevant e-government strategies and action plans. Assessments were conducted in nine Latin American and Caribbean countries. The Caribbean Technical and Advisory Support Facility on e-government was established in 2005.

Subprogramme 9
Sustainable forest management

9.10 (a) In line with the target set, the United Nations Forum on Forests,* as the key intergovernmental mechanism to facilitate and coordinate the implementation of the Intergovernmental Panel on Forests/Intergovernmental Forum on Forests proposals for action and sustainable forest management, was referred to 20 times by forest-related instruments and bodies, including the Convention on Biological Diversity, the United Nations Framework Convention on Climate Change, FAO, the International Tropical Timber Organization, the World Conservation Union and regional organizations, such as the Ministerial Conference on the Protection of Forests in Europe, the Amazon Cooperation Treaty Organization and the European Forest Institute.

(b) The United Nations Forum on Forests completed its monitoring of the 16 elements contained in its plan of action (E/2001/42/Rev.1, annex), and 46 voluntary reports were received from Member States, the European Union and 10 other organizations on forest-related processes exceeding the target of 40. The Forum started the process of reviewing the international arrangement on forests as requested by the Economic and Social Council in its resolution 2000/35, to be completed at the sixth session of the Forum, in February 2006. Discussion papers containing case studies on the implementation of the Intergovernmental Panel on Forests/Intergovernmental Forum on Forests proposals for action were submitted by each of the eight major groups active in the process. A review by the Secretariat for

the fifth session of the Forum, in 2005, showed progress in implementing the proposals for action.

(c) Within the frameworks of nine regional forest-related processes, which include over 150 countries representing 85 per cent of the forest cover of the world, countries developed and/or implemented national criteria and indicators as an effective approach to monitoring, assessing and reporting on progress in sustainable forest management. Members of the Collaborative Partnership on Forests* have promoted and cooperated in the incorporation of criteria and indicators into national forest programmes as tools for setting outcome-oriented targets and measuring progress towards their achievement.

(d) The participation of 50 ministers and other senior-level Government officials in the fifth session of the Forum* exceeded the target of 35 and showed strengthened political commitments to the management, conservation and sustainable development of all types of forests. Wangari Maathai, the 2005 Nobel Peace Prize laureate, attended the meeting and contributed to increased visibility for the Forum. The head of the Forum secretariat consulted and engaged with forest ministers of 29 countries.

(e) To create and strengthen partnerships on forests, the Secretariat joined the Congo Basin Forest Partnership, the working group on wildland fire and the Global Partnership on Forest Landscape Restoration. It remained an active member of the Asia Forest Partnership and the Collaborative Partnership on Forests, to which it provided secretariat services. The Montreal Process organization and the Amazon Cooperation Treaty Organization were accredited to the Forum at its fifth session. The Secretariat provided technical support and advice to 12 country- and organization-led initiatives* compared to 4 in 2002-2003.

Subprogramme 10
Financing for development

9.11 (a) The reports of the Secretary-General on the follow-up to and implementation of the outcome of the International Conference on Financing for Development (A/59/270 and A/60/289 and Add.1) were prepared in collaboration with the major institutional stakeholders (the World Bank, IMF, the World Trade Organization, UNCTAD and UNDP). Twenty-four reports by Member States, relevant intergovernmental organizations within and outside the United Nations system, civil society and the business sector served as sources of information for and inputs to the reports. In 2004, additional studies resulted in the note of the Secretary-General on innovative sources of financing for development (A/59/272) and the report of the Secretary-General on the international financial system and development (A/59/218 and Corr.1). In 2005, substantive inputs to the second High-level Dialogue of the General Assembly on Financing for Development included reports on the Monterrey Consensus: status of implementation and tasks ahead (A/59/822) and on strengthening the role of the private sector and entrepreneurship in financing for development (A/59/800), the report of the five regional commissions on regional and interregional aspects (A/59/826) and the summary of hearings of civil society and the private sector (A/59/855), as well as the flagship publication, *World Economic and Social Survey 2005: Financing for Development*.* Detailed information on the activities carried out by all stakeholders in the follow-

up to the Conference was posted and updated regularly on the financing for development website.*

(b) The deliberations in the General Assembly and the Economic and Social Council reaffirmed the role of the Monterrey Consensus in providing a broad framework for the pursuit of internationally agreed development goals and objectives, including the Millennium Development Goals (see General Assembly resolutions 59/225 and 60/188 and Economic and Social Council resolution 2004/64). The recognition of the close link between the financing for development process and progress in attaining development goals and objectives agreed upon at the major United Nations conferences and summits culminated in the adoption of the 2005 World Summit Outcome, in which Member States reaffirmed the universal commitment to the global partnership for development set out in the Millennium Declaration, the Monterrey Consensus and the Johannesburg Plan of Implementation (resolution 60/1, para. 21). The 2005 World Summit resulted in a global agreement on a comprehensive set of commitments related to the implementation of the Monterrey Consensus, such as global partnerships for development, financing for development, domestic resource mobilization, investment, debt relief, trade, commodities, systemic issues and global economic decision-making and South-South cooperation. The 2005 special high-level meeting of the Economic and Social Council with the Bretton Woods institutions, the World Trade Organization and UNCTAD (A/59/823-E/2005/69) provided inputs to the Summit outcome. Reports by Member States and other stakeholders in the financing for development process served as sources of information and inputs to the substantive documentation prepared.

(c) A strengthened role and fuller use of the General Assembly and the Economic and Social Council for the purposes of conference follow-up and coordination was demonstrated by more focused thematic discussions on key areas of the Monterrey Consensus, fuller use of innovative methods of work and a greater number of policy-oriented decisions and agreements related to conference follow-up and coordination. The 2004 and 2005 special high-level meetings of the Economic and Social Council with the Bretton Woods institutions and the World Trade Organization addressed three selected subthemes. The second High-level Dialogue on Financing for Development, held in June 2005,* featured six interactive multi-stakeholder round tables focusing on individual chapters of the Monterrey Consensus, as well as an informal interactive dialogue of the whole. Apart from official meetings, a series of side events was organized around topical issues on the financing for development agenda.

(d) Greater cooperation and interaction among all institutional and non-institutional stakeholders in the financing for development process was pursued through an increased number of multi-stakeholder events, a higher level of participation by Member States and major institutional stakeholders and increased involvement of civil society and the private sector. The 2005 World Summit included a separate meeting on financing for development (14 September 2005), which was addressed by the Presidents of the General Assembly and Economic and Social Council, the executive heads of the major institutional stakeholders (the United Nations, the World Bank, IMF and the World Trade Organization), 24 Heads of State or Government and five ministers, in particular from countries proposing key initiatives on financing for development, as well as the President of the European Commission. Similarly, the second High-level Dialogue of the General

Assembly on Financing for Development provided a forum for 28 ministers, 11 vice-ministers and other high-level officials from more than 80 Governments to engage with the executive heads of major institutional stakeholders and high-level officials of 21 other international organizations, as well as members of some 36 civil society and private sector entities (A/60/219). Within the framework of the Economic and Social Council, special high-level meetings of the Council with the Bretton Woods institutions, the World Trade Organization and UNCTAD in 2004 and 2005 involved unprecedented numbers of executive directors of the World Bank (19 in 2004 and 21 in 2005) and IMF (8 each year), as well as senior officials from other United Nations agencies. Presidential summaries of those meetings (A/59/823-E/2005/69 and A/59/92-E/2004/73) identified a convergence of views among multiple stakeholders on several issues pertaining to financing for development. The outcome of 21 multi-stakeholder consultations with experts from the public and private sectors, academia and civil society was reported to the 2005 World Summit and the sixtieth session of the General Assembly (A/60/289/Add.1). Informal hearings and interactive dialogues with representatives of civil society and the business sector in March and June 2004 (A/59/92/Add.1 and 2-E/2004/73/Add.1 and 2) and June 2005 (A/59/855 and A/60/331) resulted in the strong commitment of civil society and business communities to contribute to a global partnership for development, which is at the centre of the Monterrey Consensus.

(e) The enhanced capacity of Governments, in particular those of developing countries and countries with economies in transition, to participate actively and effectively in the financing for development process was evidenced in statements at intergovernmental forums; national reports and studies; voluntary contributions to the trust fund for the follow-up to the International Conference on Financing for Development; visits to the financing for development website;* and correspondence with the Secretariat. Member States expressed satisfaction with the support for their capacity-building efforts through workshops, consultations, seminars, panel discussions and briefings.

(f) With regard to fuller engagement of Governments in the follow-up to and implementation of the outcome of the International Conference on Financing for Development, the General Assembly, in its resolution 60/188, recognized the work of the Financing for Development Office in organizing activities aimed at enabling member countries to implement their commitments as agreed in the Monterrey Consensus and requested the Office to continue its work in the area in collaboration with experts from the public and private sectors, academia and civil society.

Section 10
Least developed countries, landlocked developing countries and small island developing States*

Highlights of programme results

Support was provided for the implementation of the Programme of Action for the Least Developed Countries for the Decade 2001-2010 (Brussels Programme of Action) and the Programme of Action for the Sustainable Development of Small Island Developing States (Barbados Programme of Action). Eighteen donor countries provided resources for the 10-year review of the Barbados Programme of Action.

The number of national focal points increased from 9 to 45 in 2005, and 18 least developed countries established a national forum to follow up on the implementation of the Brussels Programme of Action. The road map for the implementation of the Almaty Programme of Action was endorsed by United Nations system and other organizations, such as the World Bank, the World Customs Organization, the International Road Transport Union, ITC and the World Trade Organization.

Inter-agency consultations with 43 United Nations agencies and departments were carried out to ensure their full involvement in the midterm review of the Brussels Programme of Action. The capacity of 61 national focal points of least developed countries was enhanced to effectively monitor their progress and that of their development partners on 30 international development goals and targets.

Further details of programme results are available in the reports of the Secretary-General on the implementation of the Brussels Programme of Action (A/59/94-E/2004/77 and A/60/81-E/2005/68) and on the review of progress in the implementation of the Barbados Programme of Action (E/CN.17/2004/8).

Challenges, obstacles and unmet goals

The participation of Government representatives needs to be increased in close cooperation with the donor community. Donor support has proven vital to increase and better use advocacy opportunities. Currently, while General Assembly resolutions call for extrabudgetary resources, donors are increasingly shying away from funding the participation of Government representatives.

To ensure sustainability and continuity of the capacity-building programme, a better coordination mechanism needs to be put in place in the least developed countries to maintain institutional knowledge in order to mitigate the impact of the turnover rate of the national focal points.

Addressing this challenge, collaboration with resident coordinators in least developed countries will be strengthened in order to better assist national focal points in implementing the Brussels Programme of Action.

* Further information is available online.

Output implementation rate

The above-cited results are based on the implementation of 80 per cent of 70 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 10) and General Assembly resolution 58/270, annex I).

Programme accomplishments

10.1 With respect to the effective implementation of the Brussels Programme of Action, the Global Framework for Transit Transport Cooperation between Landlocked and Transit Developing Countries and the Donor Community and the Barbados Programme of Action, a total of 504 different activities, more than double the target of 222 as reflected on the website of the Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States (http://www.un.org/ohrlls) and in document A/59/208, were implemented. Inter-agency consultations with 43 United Nations agencies and departments were carried out to ensure their full involvement in the midterm review of the Barbados Programme of Action. The Office facilitated the participation of 68 countries in intergovernmental processes, strengthening their collective bargaining power, as evidenced by the adoption by the least developed countries of a common position for the ministerial declarations agreed on by trade ministers in 2004 in Senegal, the adoption by trade ministers of landlocked developing countries of a common position, the Asunción Platform, in 2005 in Asunción, for the Sixth Ministerial Conference of the World Trade Organization, an international conference on sustainable transport in developing countries in 2005 and the ministerial meeting on transport and the Millennium Development Goals held in Ethiopia in 2005. At the country level, the number of national focal points increased from 9 to 45, and 18 least developed countries established national forums to follow up on the implementation of the Brussels Programme of Action. At the international level, 19 United Nations agencies and other multilateral organizations decided to mainstream the Barbados Programme of Action in their respective work programmes. The road map for the implementation of the Almaty Programme of Action, prepared by the Office, was endorsed by United Nations system and other relevant organizations, including the World Bank, the World Customs Organization, the International Road Transport Union, ITC and the World Trade Organization.

10.2 Lessons learned indicate that a better coordination mechanism will need to be put in place in the least developed countries to improve the capacity of the national focal points given the 50 per cent rate of turnover of designated officials, which jeopardizes the sustainability and continuity of capacity-building. Difficulties in staying in touch with national focal points of least developed countries warrant an improved mechanism of interaction with the group of least developed countries, the permanent missions and the United Nations resident coordinators. The regional commissions will assist in improving the capacity of least developed countries to monitor and report on progress in the implementation of the Barbados Programme of Action.

Section 11
United Nations support for the New Partnership for Africa's Development*

Highlights of programme results

Eighty-two per cent of the recommendations proposed in the reports of the Secretary-General on the causes of conflict and the promotion of durable peace and sustainable development in Africa and on progress in the implementation of NEPAD were supported by the General Assembly, representing an increase in support for Africa's development.

Website records* show that daily visits reached 742, with 2,472 pages viewed during the "African week" of the General Assembly in November 2005. Participation and online interaction improved, as demonstrated by the 59,337 visits and 15,324 sessions on the electronic platform for regional consultation.

Economic Commission for Africa organized and participated in nine consultative meetings. The creation of new clusters, on advocacy and communication and on science and technology, brought the total number of NEPAD clusters to seven.

A survey showed that 71 per cent of the readers of *Africa Renewal* considered the publication to be interesting, 68 per cent considered it to have new and well-researched information, 70 per cent thought it was well written and 70 per cent reported that they had gained greater understanding about Africa's priority issues.

Further details of programme results are available in the reports of the Secretary-General on United Nations system support for NEPAD (E/AC.51/2004/6 and E/AC.51/2005/6) and the report of the Joint Inspection Unit on further measures to strengthen United Nations system support to NEPAD (A/61/69).

Challenges, obstacles and unmet goals

A clear and robust advocacy strategy was designed to sustain the positive momentum and international concern for Africa's development and also to encourage the realization of commitments made in support of Africa. The advocacy strategy will provide impetus to and support for the pursuit of an effective aid delivery process, opening up international trade by removing barriers such as agricultural subsidies and ensuring that debt cancellation and relief are secured. The central challenge, however, is to grasp the opportunity and maintain the momentum by ensuring that African Governments intensify their efforts to implement NEPAD while the development partners honour their commitments to support Africa. The Office of the Special Adviser on Africa is

* Further information is available online.

strengthening its cooperation with NEPAD, especially to increase awareness for and ownership around the concept of NEPAD and to build credibility for the Partnership, its promoters and its projects, to highlight the leadership capacity of Africans, including women, to manage NEPAD successfully and to mobilize the target audiences for action. This is a major challenge that requires the combined efforts of national structures, regional bodies, the NEPAD secretariat and United Nations agencies. It is clear that the programme could reach more people in Africa and elsewhere if materials were available in languages other than English and French.

Output implementation rate

The above-cited results are based on the implementation of 91 per cent of 125 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 11) and General Assembly resolution 58/270, annex I).

Subprogramme 1
Coordination of global advocacy of and support for the New Partnership for Africa's Development

11.1 (a) On average 82 per cent (compared with 70 per cent in 2002-2003) of the recommendations of the Secretary-General on the causes of conflict and the promotion of durable peace and sustainable development in Africa and on progress in the implementation of NEPAD were approved by the General Assembly, showing increased support for Africa's development. Series of briefings and meetings on the reports have helped to increase international understanding and support for Africa's development and the implementation of NEPAD and contributed to building consensus on the next key steps, such as providing debt relief for the least developed countries, cutting agricultural subsidies and opening markets to African exports.

(b) The redesign of the NEPAD website* resulted in an increase in average daily visits to 398 (1,105 pages viewed) from 299 previously, reflecting increased awareness and understanding of African development issues and other key aspects that pertain to NEPAD. In November 2005, the daily visits almost doubled to 742 (2,472 pages) during the "African week" of the General Assembly. Users from over 160 countries visited the website of the Office of the Special Adviser on Africa, mainly from the United States of America (64 per cent), Italy (4 per cent), the United Kingdom of Great Britain and Northern Ireland (2 per cent), Canada (1.56 per cent), Germany (1.53 per cent), France (1.31 per cent) and African countries (0.2 per cent).

Subprogramme 2
Regional coordination of and support for the New Partnership for Africa's Development

11.2 Two new NEPAD clusters, on advocacy and communication and on science and technology, were established. The sixth annual regional consultation of United Nations agencies in Africa identified key issues pertaining to the role of the United Nations in supporting NEPAD. Participation and online interaction improved, as demonstrated by the 59,337 visits and 15,324 sessions on the electronic platform for regional consultation.* The creation of new clusters brings the total number to seven from five in 2003, and the number of consultative meetings with regional economic communities and other stakeholders increased from three to nine, thus indicating enhanced coordination between United Nations inter-agency clusters under NEPAD, regional economic communities, the African Union and other organizations. In order to further strengthen the existing coordination mechanisms, ECA contributed to meetings that led to the Post-Accra Action Plan in the area of agriculture and the Bamako meeting on transport infrastructure and services development. There is a need to rethink the set of partnerships or collaborative arrangements among United Nations agencies, as well as the linkages between United Nations coordination efforts at the regional level and inter-agency processes at the national level.

Subprogramme 3
Public information and awareness activities in support of the New Partnership for Africa's Development

11.3 (a) An audience survey showed that 71 per cent (compared to 60 per cent in 2002-2003) of the readers of *Africa Renewal** considered the publication to be interesting, 68 per cent considered it to have new and well-researched information and 70 per cent thought it was well written. In addition, a poll of the two largest websites posting *Africa Renewal* material, namely, afrik.com* (which receives about 700,000 hits each month and is reprinted in 20 francophone daily papers) and allAfrica.com* (which in November 2005 had 14.5 million page views) considered the publication to be an exceptional source of information that would be difficult to obtain elsewhere. As the material is less dated than other sources, it can be posted for longer periods of time, allowing access to a larger number of people and greater availability to policymakers, academic institutions, the media and activists. Experience indicates that targeted dissemination efforts could be improved by focusing on quality content and the demands of readers.

(b) An audience survey showed that 70 per cent (compared to 65 per cent in 2002-2003) understood more about Africa's priority issues by reading *Africa Renewal*.* Requests from readers necessitated the reprinting of 13,600 additional copies of "Silent No More: Africa Fights HIV/AIDS",* which is in its third printing, showing increased awareness by target readers of key thematic issues covered by the information materials presented, as reflected in readers' feedback. Requests for multiple copies for distribution in community groups and rural libraries were received from Cameroon and South Africa. The programme could reach more people in Africa and elsewhere if the materials were available in languages other than English and French. Systematic records of groups requesting bulk copies of various issues of the magazine, and of feedback on their assessment of and access to those publications, will be kept.

Section 12
Trade and development*

Highlights of programme results

The eleventh session of UNCTAD, with 155 Member States participating, achieved its key objective of focusing on developing countries in an action- and results-oriented manner. Its São Paulo Consensus was lauded by diverse Governments as an important milestone that reaffirmed the relevance of multilateralism. It concluded that trade could substantially contribute to assisting countries to reduce poverty and promote development.

The UNCTAD Debt Management Financial Analysis System programme* expanded its beneficiaries to 95 institutions in 65 countries. About 30 countries benefited from training in debt management, debt statistics and development of debt strategies. The study *Economic Development in Africa — Debt Sustainability: Oasis or Mirage?** provided an analysis of the debt situation of African countries with a focus on the heavily indebted poor countries initiative and its performance. Together with *Economic Development in Africa: Rethinking the Role of Foreign Direct Investment*,* 58,500 copies of the two studies were downloaded or sold.

UNCTAD research publications on foreign direct investment were rated "very useful" by 90-95 per cent of 335 survey respondents from 70 countries. More than 2,000 articles based on those publications and the foreign direct investment database were published worldwide. The annual *World Investment Report** was downloaded on average 139,000 times per month. Investment policy reviews were completed in five countries, and assistance was provided to 12 other countries to implement recommendations from earlier reviews.

The automated customs system, ASYCUDA,* contributed to the accession of Estonia, Latvia, Lithuania and Slovakia to the European Union. Reductions of up to 96 per cent in cargo clearance time were reported in six countries using ASYCUDA, and an annual increase in tariff revenue of 13-15 per cent was reported by one.

The newly created academic network of the Virtual Institute in Africa, Asia, Latin America and Europe disseminated UNCTAD technical resources and facilitated exchanges among member institutions. The UNCTAD training courses on key issues on the international economic agenda ("paragraph 166" courses) were assessed as "very positive" by an external evaluation team. The annual *E-Commerce and Development Report** was considered "good" or "excellent" by 96 per cent of survey respondents.

The *Least Developed Countries Report** Report led to 133 articles in the media. Through the six-agency Integrated Framework for Trade-Related Technical Assistance to Least Developed Countries* and other

* Further information is available online.

assistance mechanisms, 9 least developed countries benefited from UNCTAD policy analysis, 6 were able to mainstream trade policies into their national development strategies, 11 benefited from advisory services and 8 benefited from pre-diagnostic workshops under the Integrated Framework.

Further details of programme results are available in the following documents: the 2004 annual report,* the 2005 annual report,* the progress report on the follow-up to the recommendations of and discussions on the evaluation of the UNCTAD programme on trade, environment and development (TD/B/WP/175) and the final evaluation of the capacity-building programme in developing countries on issues in international investment agreements (UNCTAD/ITE/IIT/2005/6*).

Challenges, obstacles and unmet goals

Greater coherence in inter-agency activities is required. More systematic reporting is needed on the implementation of policy recommendations by beneficiary Governments. In some areas, the research was used much more by academics and other development stakeholders than by Government officials responsible for policymaking or implementation. More effort is required to strengthen policy-relevant research and to reach out to target beneficiaries.

Output implementation rate

The above-cited results are based on the implementation of 91 per cent of 1,363 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 12) and General Assembly resolution 58/270, annex I).

Executive direction and management

12.1 (a) While the number of Member States represented at the eleventh session of UNCTAD — 155 — fell short of the target of 160, the increased recognition by them of the relevance of the work of UNCTAD was evidenced by the language of the political declaration of the session, the Spirit of São Paulo, and of its analytical and programmatic statement, the São Paulo Consensus (see TD/412).

(b) In addition to evaluations, a number of management mechanisms were employed to effectively implement the mandates. The strategic policy planning group met weekly to provide executive guidance on substantive, political and managerial issues, and its outcomes were posted on the Intranet for staff. The re-establishment of the Division of Management brought together all programme support functions in a single entity and strengthened the coherence of policies and actions. A results-oriented annual report* was instituted, enhancing accountability for programme results. Twenty-two evaluation recommendations are being implemented.

(c) Improvement in the mainstreaming of a gender perspective was achieved through the round table on trade and gender at the eleventh session, which addressed Government policies to reduce the gender gap in the context of trade liberalization, multilateral commitments and gender equality, the contribution of trade to poverty alleviation and gender equality and capacity-building for trade and enterprise development. UNCTAD also coordinated the publication of *Trade and Gender: Opportunities and Challenges for Developing Countries** by the task force of the Inter-Agency Network on Women and Gender Equality.*

Subprogramme 1A
Globalization, interdependence and development

12.2 (a) Analytical work informed the debate at the eleventh session of UNCTAD on development strategies in a globalizing world economy, where consensus was reached on issues related to the evolution and management of globalization and global interdependence and their implications for development policies and prospects, such as implications of the Washington Consensus for investment, the need for proactive Government policies to influence the level and structure of capital accumulation and the shrinking policy space for developing countries. In the view of delegations, the *Trade and Development Report 2004** provided useful data and analyses with regard to the interplay between trade and monetary and financial factors in the development process. There was a common understanding at the sessions of the Trade and Development Board (reflected in 35 interventions and other forms of feedback from Member States) that many low-income countries, especially in sub-Saharan Africa, were unlikely to attain the Millennium Development Goals, leading to a broad consensus on the need for decisive action by Governments in the developed countries. The number of monthly downloads of the *Trade and Development Report* increased from around 25,000 to 42,000. Approximately 600 requests were received per year for publications and information.*

(b) In 44 interventions (compared to 15 previously) at the General Assembly, many delegations endorsed the policy recommendations set out in the *Trade and Development Report*, and several delegations underlined the need to make debt policies an integral part of development strategies. The *Report* helped to further consensus-building on the resource requirements of the developing countries, the causes and trends of their external indebtedness and possible options to solve their debt problems and led to a request for a new report on external debt and development for the sixty-first session of the General Assembly. Nineteen countries benefited from advisory services in their successful negotiations with the Paris Club on rescheduling of their official external debt.*

(c) Regarding the efficient management of debt in developing countries and their strengthened capacity to record, monitor and analyse their external and domestic debt, the number of countries benefiting from the UNCTAD Debt Management Financial Analysis System programme rose to 65 and the number of user institutions to 95, surpassing the target of 90. The new software was installed in 21 countries and 24 institutions. Training in debt management, debt statistics and the development of debt strategies was implemented in those and 10 other countries. The high value given to the system was evidenced by the fact that 61 per cent of the 95 institutions that were using it had either agreed to or were taking the necessary

legal and administrative steps to pay their contributions under a cost-sharing mechanism.*

(d) The positive response to Secretariat work aimed at improving understanding by public and private institutions of issues related to Palestinian development in the context of the multilateral trading system was reaffirmed by paragraph 35 of the São Paulo Consensus (TD/412, chap. II). The report of UNCTAD on assistance to the Palestinian people (TD/B/52/2) was noted by the Trade and Development Board, eliciting 18 statements. Media coverage of substantive and operational achievements of UNCTAD in this area led to the dissemination of over 100 items in global media outlets.*

(e) UNCTAD advisory and technical cooperation services in support of institutional and managerial capacity at senior and middle levels of the Palestinian Authority in planning, policymaking and implementation in areas related to trade policy and strategies led to the modernization of customs operations, the use of macroeconomic, trade and labour policy analytical tools, the use of a computerized debt-management system and the design of an investor retention programme, as well as the generation of employment and income as a result of training approximately 80 Palestinian entrepreneurs.*

Subprogramme 1B
Development of Africa

12.3 (a) Increased understanding of the problems faced by Africa in the areas of trade, financial flows, debt, structural adjustment and supply capacity and contribution to national and international policy choices was fostered by a study entitled *Economic Development in Africa — Debt Sustainability: Oasis or Mirage?*.* The recommendations fed into the Commission for Africa report, *Our Common Interest*, the Group of Eight Summit at Gleneagles, United Kingdom of Great Britain and Northern Ireland, and the 2005 World Summit. Together with the 2005 study entitled *Economic Development in Africa: Rethinking the Role of Foreign Direct Investment*,* the publications were covered in 242 international media articles, exceeding the target of 50. In all, 58,500 copies were downloaded or sold, more than double the target of 26,000.*

(b) UNCTAD provided inputs on trade and market access issues related to World Trade Organization negotiations to the NEPAD Steering Committee, thus improving understanding of the reasons for the continuous decline in Africa's place in international trade. The presentation of a paper to the Ministers of Agriculture meeting organized by FAO was an example of effective inter-agency cooperation and collaboration with respect to intergovernmental and inter-agency initiatives. As most efforts of the NEPAD secretariat during the biennium had been devoted to governance issues and the peer-review mechanism, fewer requests for inputs had been received than anticipated.*

Subprogramme 2
Investment, enterprise and technology

12.4 (a) The usefulness and relevance of the analytical work and policy advice of the *World Investment Report*, *World Investment Directory* and *World Investment Guide* in improving the ability of policymakers to design appropriate policies and strategies in order to attract and benefit from foreign investment, as well as of

training on foreign direct investment statistics, was evidenced by readership survey results in which 90 per cent of 335 respondents, 64 per cent of whom were academics or researchers and 15 per cent Government officers from some 70 countries, rated them "very useful" for their work. Within five weeks of its launch, the *World Investment Report 2005** was downloaded over 320,000 times from the UNCTAD website. Reviewers assessed the reports as the most authoritative or best source of information on international trends in foreign direct investment. More than 2,000 articles were published worldwide on UNCTAD foreign direct investment data and the *World Investment Report*.

(b) Investment policy reviews for Algeria,* Benin,* Kenya* and Sri Lanka* were presented to the intergovernmental Commission on Investment, Technology and Related Financial Issues, its expert meeting and the Trade and Development Board, thus contributing to improving the ability of policymakers to design appropriate policies and strategies to attract and benefit from foreign direct investment. The Trade and Development Board welcomed the implementation report on the investment policy review for Egypt* and recommended that UNCTAD continue that series of reports for other interested countries. Delegates also recognized the value of the Blue Books on Best Practice in Investment Promotion and Facilitation. Action plans contained in the Blue Books for Cambodia, Kenya, the Lao People's Democratic Republic, Uganda and the United Republic of Tanzania were endorsed by the Governments, contributing to achieving the goal of 90 per cent of recommendations put into practice by developing countries. Advisory services and training courses were delivered in 80 developing countries and countries with economies in transition.*

(c) With regard to the ability of developing and transition countries to design appropriate policies and strategies and deepen linkages between domestic and foreign firms with a view to maximizing the positive impact of foreign direct investment, the EMPRETEC programme on entrepreneurship development* consolidated its presence in Latin America and Africa. On the basis of the positive results achieved by EMPRETEC in Jordan and Romania, the respective Governments committed substantive funding to ensure maintenance of the programmes. The sustainability of established EMPRETEC centres reached 60 per cent. The number of cases where standards or guidelines resulting from UNCTAD were used increased from 45 to 52.*

Subprogramme 3
International trade

12.5 (a) The relevance of the work of UNCTAD to strengthen capacities of developing countries and countries with economies in transition to formulate, articulate and implement appropriate policies and strategies to participate effectively in multilateral trade negotiations and the process of accession to the World Trade Organization is evidenced by survey results from the six intergovernmental meetings held during the biennium in which all respondents (exceeding the target of 86 per cent) rated the Secretariat's documents as either "excellent/very useful" or "good/useful". About 172 advisory services, workshops and training activities were undertaken, of which more than 80 events were positively assessed by the beneficiaries. UNCTAD assistance to developing countries in their preparations for the Sixth Ministerial Conference of the World Trade Organization included the Second South Summit, as well as African Union meetings of trade ministers. The

outcomes of the meetings were fed into the World Trade Organization negotiation processes. UNCTAD assisted 16 countries that acceded to the Organization, including all acceding least developed countries.

(b) In support of increased awareness of factors underlying developments in international trade and of the impact of trade policies and increased capacity to implement trade policy tools that make development policies more effective, 10 out of 30 negotiating proposals on non-agricultural market access in the Doha Development Round presented by 93 developing countries and countries with economies in transition benefited from UNCTAD technical assistance. The number of publications requested in addition to those distributed under the regular mailing list doubled to 240. The Trade Analysis and Information System,* which is recognized worldwide as the most comprehensive database on non-tariff barriers, was used on average 32,000 times per month, an increase of 33 per cent over 2002-2003.*

(c) As the problems associated with the capacity of developing countries to enhance the contribution of their commodity production and trade to sustainable development and economic diversification regained prominence on the international agenda, the work and institutional memory of UNCTAD have been instrumental in setting the discussion within a realistic and operational framework and in promoting new and innovative approaches to the commodities issue. Work on improving market transparency and knowledge management included the international commodity information electronic portal (INFOCOMM).* Users at the national, regional and international levels have noted the progress of the portal in terms of the quality of the information provided, the increasing commodity coverage and its presentation. By mid-2005, there were on average 5.8 million visits per month to the INFOCOMM website, more than 10 times the 350,000 hits targeted.*

(d) The contribution of UNCTAD to increasing the understanding of developing countries and countries with economies in transition for dealing with competition and consumer protection issues was demonstrated by the increase, to 90 from 70 per cent, in ratings of "excellent" and "very good" on the usefulness of UNCTAD reports and publications to the work of the Intergovernmental Group of Experts on Competition Law and Policy. Ten developing countries (out of more than 30 countries requesting assistance) have achieved decisive progress in the preparation, adoption, revision and implementation of national competition legislation as a result of UNCTAD support. UNCTAD provided assistance in the form of conferences, seminars, workshops and training and advisory missions in assessing the adverse effects of anti-competitive practices on trade and development and in taking steps to adopt, reform and implement effectively competition laws and policies, including by advising on the drafting of domestic competition and consumer protection legislation or regional rules in this field, and on institution-building in respect of competition authorities.*

(e) The practical value and impact of UNCTAD policy recommendations on strengthening the ability of developing countries to develop mutually supportive trade, environmental and development policies and strategies was evidenced by 35 references to findings and recommendations from UNCTAD intergovernmental meetings by World Trade Organization, World Intellectual Property Organization and multilateral environmental agreements secretariats. Supportive actions included the preparation and substantive servicing of 11 major intergovernmental and expert

meetings as well as 26 technical cooperation projects at the regional and national levels, launching a new flagship publication, *Trade and Environment Review*,* and issuing a large number of working papers for technical cooperation and capacity-building.*

Subprogramme 4
Services infrastructure for development, trade efficiency and human resources development

12.6 (a) Regarding the improvement of trade logistics by strengthening transport efficiency, trade facilitation, customs and the legal framework in developing countries, the use of the UNCTAD automated customs system, ASYCUDA,* by Estonia, Latvia, Lithuania and Slovakia facilitated their accession to the European Union. Albania, Fiji, Samoa, Vanuatu, Zambia and Zimbabwe reported reductions in customs clearance times of between 66 and 96 per cent after installation of the system, surpassing the target of 50 per cent set for the biennium. Implementation of the system entails a uniform application of laws, thereby reducing possibilities of fraud and combating malfunctions and corruption. The fact that countries provided funds for installation of the system from their own budgets attested to their awareness of return on investment. Satisfaction with the usefulness of research and analysis in the *Review of Maritime Transport** was reflected in the increase in the share in readers' feedback rating as "good" or "excellent" from 90 to 97 per cent.*

(b) Contribution to more effective human resources development in trade, trade-supporting services and investment was evidenced by the increase from 62 to 100 per cent of survey replies by participants that positively assessed the timeliness, usefulness and quality of the subprogramme's training programme. Further details are provided in the report on the external evaluation of the training courses on key issues on the international economic agenda (TD/B/WP/182 and Add.1).* Through the newly created network of academia in Africa, Asia, Latin America and Europe, the Virtual Institute disseminated UNCTAD teaching resources and facilitated the exchange of best practices. The use of information and communication technology tools through a newly designed distance-learning platform was deemed relevant and was adapted to the needs of developing countries.*

(c) Improved awareness of the implications for developing countries of the growing importance of electronic commerce and other business applications of information and communication technology was evidenced by satisfaction with the usefulness and quality of relevant UNCTAD research and analyses: 97 per cent of survey respondents rated the *E-Commerce and Development Report** as "good" or "excellent". UNCTAD inputs to the World Summit on the Information Society related to the role of information and communication technology for economic growth and development, measurement of such technologies, free and open-source software and implications of information and communication technology for the development of industries of particular interest to developing countries, particularly e-tourism.*

Subprogramme 5
Least developed countries, landlocked developing countries and small island developing States

12.7 (a) The relevance of policy analysis and research work carried out by the subprogramme for the effective implementation of programmes of action for the least developed countries, landlocked developing countries and small island developing States was recognized by 60 countries (20 more than previously) making positive statements in this regard during the relevant Trade and Development Board session. The policy advice and recommendations of the *Least Developed Countries Report* have been of paramount importance to national policymaking efforts and in building global consensus on the international support measures required to address the multifaceted development problems confronting least developed countries. There were 133 media articles (compared with the target of 70) on the 2004 report on the link between international trade and poverty reduction.* The dissemination of the report through workshops in least developed countries has been an effective mechanism in increasing its policy impact.*

(b) The application of policy advice, capacity-building and technical cooperation activities on least developed countries was supported by work to implement the Integrated Framework for Trade-Related Technical Assistance to Least Developed Countries.* Advisory missions were undertaken to 11 least developed countries. Coordination among the six core agencies of the Integrated Framework resulted in enhanced synergies and complementarities in the delivery of trade-related technical assistance to the least developed countries and maximized the use of expertise in the analysis contained in the Diagnostic Trade Integration Study. The special programme developed the concept of pre-Diagnostic Trade Integration Study assistance aimed at strengthening least developed countries' ownership of the Integrated Framework process in regional and national workshops. Eight out of twenty Integrated Framework countries had completed the Study and six of them had mainstreamed the findings in their poverty reduction strategy papers or were in the process of doing so.*

(c) In support of effective implementation of the Global Framework for Transit Transport Cooperation in the light of outcomes of the Ministerial Conference held in Kazakhstan in 2003, UNCTAD organized three negotiating meetings between China, Mongolia and the Russian Federation, resulting in a draft transit trade agreement.*

Section 13
International Trade Centre UNCTAD/WTO*

Highlights of programme results

The number of developing and transition economy country networks working with ITC increased by 40 per cent to a total of 98. The number of activities carried out by these advocacy networks in developing and transition economies increased more than threefold, reaching a cumulative number of 199. The focus on Africa was reflected in the establishment of eight new inter-institutional committees to coordinate and develop positions and strategies for multilateral trade negotiations. These achievements indicate that ITC is increasingly playing a decisive role in providing a platform for business to interact with trade negotiators and in giving small and medium-sized enterprises practical advice about how to benefit from the multilateral trading system. This was explicitly recognized by trade ministers in the declaration adopted at the sixth Ministerial Conference of the World Trade Organization, held in Hong Kong, China, in December 2005.

To foster trade development strategies, ITC introduced a set of strategy design and management tools that export strategy makers can use to formulate and implement competitiveness strategies.

The Export-led Poverty Reduction Programme* promoted labour-intensive products and services with high export potential, with eight ongoing pilot projects that have benefited over 9,000 people in poor communities and generated exports worth $1.3 million. The purpose of the approach is to provide for success stories and create awareness among decision-makers about the potential of exports in poverty reduction and on practical solutions to be part of the overall national development strategy. In order to help increase Africa's share in United Nations system procurement, ITC organized meetings all over Africa. A total of 108 African enterprises have been visited, audited, advised and carefully selected for invitation to meetings of buyers and sellers. Preliminary information provided by participants in selected meetings suggests that this initiative is actively contributing to an increase in the proportion of goods and services purchased by the United Nations in Africa.

Further details of programme results are available in the annual reports of ITC for 2004* and 2005,* the report of OIOS on its inspection of programme management and administrative practices of ITC (A/59/229) and other reports.

Challenges, obstacles and unmet goals

The adaptability and flexibility of assistance should be enhanced through further development of partnerships with other international organizations, private sector providers and trade support institutions. A

* Further information is available online.

more holistic and comprehensive approach is also needed, through improvement of internal cohesion in various delivery and technical aspects. There is a need for a more systematic process for monitoring outcomes of ITC products and projects in the areas of poverty reduction, gender equity and environmental sustainability, as suggested by an independent evaluation of ITC.*

Output implementation rate

The above-cited results are based on the implementation of 93 per cent of 243 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 13) and Add.1).

Operational aspects of trade promotion and export development

13.1 (a) National core expertise in multilateral trading system issues was enhanced by a 40 per cent increase in the number of country networks working with ITC and focusing on the multilateral trading system.* The addition of 28 country networks, 12 of which are in Africa, raised the total to 98. The number of activities of individual advocacy networks increased threefold, reaching 199 in 75 countries. This increase suggests that more active multilateral trading system-focused country networks empower stakeholders to gain better awareness of the importance of the multilateral trading system for their day-to-day business operations and to more proactively participate with their Governments in the ongoing World Trade Organization Doha Development Round negotiations. Eight new inter-institutional committees were established under the Joint Integrated Technical Assistance Programme,* bringing the total to 16. The objectives of inter-institutional committees are to engage in trade policy reviews with national stakeholders from the private and public sectors and to serve as a national forum for the debate on the multilateral trading system and active participation in the World Trade Organization. Renewed efforts are required to present the complexity of trading rules and agreements to the business community in a simple, coherent and inclusive manner. In particular, the business sector needs more help to find its way through the documentation for the Doha trade negotiations and regional agreements. Additional efforts will be required to make business advocacy a reality and put it to work for the developing world.*

(b) Efforts for the establishment of trade development strategies that take into account supply capacities, international demand and commercial practices resulted in the increase in the cumulative number of such strategies from 17 to 59. Special efforts have been devoted to sub-Saharan African and least developed countries, representing 50 per cent and 33 per cent of the new strategies respectively. Twenty-eight countries (double the target set) were assisted in incorporating an e-dimension into their export strategies. Within the scope of the e-facilitated trade strategy, ITC offered six e-trade bridge programme strategists' training workshops* and one e-business forum to more than 380 participants, 32 per cent of whom were women. Eight ongoing projects under the Export-led Poverty

Reduction Programme* benefited over 9,000 people of the poor communities involved and generated exports worth $1.3 million. These encouraging results led to requests from 18 new countries to start Export-led Poverty Reduction Programme pilot projects.*

(c) The number of national trade support institutions, which reinforce business development and provide competitiveness enhancement services to the business community, that are supported by ITC increased from about 400 to 753. The trade support institutions network included worldwide organizations (18, or 2 per cent), sub-Saharan Africa (186, or 25 per cent), Arab States (90, or 12 per cent), Asia and the Pacific (205, or 27 per cent), Latin America and the Caribbean (119, or 16 per cent), Eastern and Central Europe (83, or 11 per cent) and the Commonwealth of Independent States (52, or 7 per cent). The number of institutions applying ITC support tools to develop competitiveness and enhance services for their business communities reached 242 in 101 countries. Following the redesign of the ITC magazine, *International Trade Forum*,* visits to the online version more than doubled in the biennium, far surpassing the initial goal of 10 per cent growth. Links from other sites also doubled, to 300 (again far more than the projected 10 per cent). Other relevant accomplishments include the following: (i) Google rankings for all three language sites jumped from 6 to 7 (out of 10, with CNN online, for comparison, having a ranking of 9); (ii) of the 100 magazines hosted by the same provider, ITC had the highest ratio of Internet readers to printed copies; (iii) print subscription requests rose 50 per cent in the biennium; (iv) e-mail subscriptions rose by 78 per cent; (v) traffic from developing countries and countries with economies in transition comprises nearly half of the total, indicating relevance to the target audience. This is far above general traffic levels from those countries (typically they represent only a quarter of Internet traffic). Trade support institutions still face challenges in ensuring a proactive response to quickly changing business requirements and in delivering relevant tools and services adapted to client needs. Bearing this in mind, the challenge of ITC is to continue to provide the community of trade support institutions with adaptable capacity-building tools and services in an efficient manner and to devote special emphasis to monitoring and follow-up of the effective dissemination of tools to enterprises.*

(d) Improvement of trade performance in selected product and services sectors was fostered by more than doubling, to 3,044, the number of enterprises participating in ITC buyer-seller meetings and matchmaking activities,* which led to new business of some $60.5 million in nine product areas for over 900 small and medium-sized exporters, with $13.4 million of that in the African leather industry. The number of countries with partners using ITC strategic market analysis tools increased from 128 to 139. Over 60 training programmes in Geneva and in the field assisted in increasing the reach of strategic market analysis tools to new countries, particularly least developed countries. In terms of impact, the renewal rate of annual subscriptions to strategic market analysis tools and the increase in visits to strategic market analysis tools' websites* (reaching some 18,000 visits per month for TradeMap alone), reflects the positive impact of the tools on trade support institutions activities in partner countries and the relevance of the tools to strategy makers, academics, researchers and the business community in those countries. Only one trade-in-services coalition was established with ITC support during the biennium, mainly because the process has been more difficult than expected owing to constraints in recipient countries on allocating sufficient resources to the service

sector. Nevertheless, five more countries are expected to establish their coalitions during the first half of 2006. The number of institutions applying ITC-developed management, export and e-audit tools increased from about 4 to 51.*

(e) The number of institutions that ITC partnered with in delivering business management programmes* grew from 45 to 81, leading to increased entrepreneurship skills for exports and competitiveness at the enterprise level. While short of the target of 90, the number of entrepreneurs passing their exams during the biennium increased to 3,160 — more than doubling the figures from the previous biennium. Separately, while 170 enterprise associations applying ITC support tools exceeded the target of 120, the number of countries covered was, at 73, below the target of 90 owing to the concentration of initiatives targeted at the country level. The number of trainers trained during the biennium reached a total of 1,582, against the previous level of about 300 and the target of 1,000. A total of 10 networks/hubs for exchange of expertise, experience and technical resources were established during the biennium, surpassing the target of 6. The quality of reporting on enterprise performance has to be improved through close work with ICT-enabled partner networks.*

Section 14
Environment*

Highlights of programme results

Six Governments were assisted and 1,554 Government officials were trained in coordinating and conducting environmental assessments in response to environmental disasters. A total of 139 institutions are now using the Global Environment Outlook data portal* and 61 countries from 5 regions have received Landsat data in order to support their access to updated environmental data. The Iraq Marshlands Observation System* was established, benefiting the 80,000 inhabitants. Environmental dimensions were incorporated into the reconstruction programmes in four countries in Asia and two in Africa, and three affected countries were assisted in implementing environmental recovery programmes. The capacities of four Governments and other stakeholders were strengthened in the development of legal instruments and in the implementation of environmental policies and programmes within the framework of the Programme for the Development and Periodic Review of Environmental Law for the First Decade of the Twenty-First Century (Montevideo Programme III). UNEP legal training programmes resulted in 18 countries adopting 40 new pieces of environmental legislation, strengthening their existing legislation or harmonizing it with international standards. Through the training of the 82 legal stakeholders, seven cases of environmental crimes in six countries were judged favourably towards environmental management. Seventy-two senior Government officials were trained in the drafting of environmental law, and as a result 40 environmental laws have been developed and adopted in 13 countries and national environmental management authorities have been established by 15 Governments. Two countries established environmental tribunals and one formed an environmental public complaints committee. Three countries have ratified the Convention for the Protection of the Marine Environment of the Caspian Sea.

UNEP assistance contributed to the phase-out of leaded gasoline in 19 countries in sub-Saharan Africa, and a further 13 countries have begun such a phase-out.* Fifteen developing countries were assisted in identifying and developing clean development mechanism projects to foster investment in sustainable energy projects. The Rotterdam and Stockholm Conventions entered into force and the strategic approach to international chemicals management (http://www.chem.unep.ch/saicm/) was developed. Forty national Governments are developing and/or implementing their national programmes of action for the implementation of the Global Programme of Action for the Protection of the Marine Environment.

Visits to UNEP websites* increased by 77 per cent, from 3.5 million to 6.2 million during the biennium — with the number of pages viewed and time spent at unep.org increasing from 4.9 pages and

* Further information is available online.

four minutes to 7.7 pages and nine minutes, indicating increased interest in the content. The flagship publication *One Planet, Many People: Atlas of Our Changing Environment** received unprecedented worldwide media coverage for its use of satellite images to present visual evidence of environmental change and caused UNEP publication sales to quadruple.

Further details of programme results are available in the 2004 annual evaluation report,* the UNEP 2005 annual report,* other project and thematic evaluation reports* and the UNEP self-assessment report.*

Challenges, obstacles and unmet goals

In implementing the new mandate under the Bali Strategic Plan for Technology Support and Capacity-building (UNEP/GC.23/6/Add.1 and Corr.1, annex), UNEP will endeavour to provide more coherent, coordinated and effective delivery of environmental capacity-building and technical support at all levels, particularly the country level. A major challenge is to ensure the mainstreaming of environment into achievement of the other Millennium Development Goals.

In line with the 2005 World Summit Outcome (resolution 60/1), the Programme will address enhanced coordination, improved policy advice and guidance, strengthened scientific knowledge, assessment and cooperation, better treaty compliance, while respecting the legal autonomy of the treaties, and better integration of environmental activities in the broader sustainable development framework at the operational level, including through capacity-building.

Output implementation rate

The above-cited results are based on the implementation of 92 per cent of 556 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 14)/Rev.1 and General Assembly resolution 58/270, annex I).

Executive direction and management

Office of the Executive Director*

14.1 (a) The recognition of the relevance of the work of UNEP to the needs of Member States was the average of 143 Member State delegates, including 98 at the ministerial/deputy ministerial level, attending the sessions of the Governing Council/Global Ministerial Environment Forum.*

(b) The UNEP programme of work was effectively managed through the involvement of senior managers in programme delivery and the participation of 151 programme managers in the capacity-building programme in results-based management, together with the introduction of regular programme performance

reviews resulting in the increase in the total output implementation rate from 90 per cent to 93 per cent and the decrease in the amount of deviations. Extrabudgetary contributions increased from $101 million to $118 million. The average number of days for recruitment was reduced by 36 per cent, from 337 to 224, which is nevertheless still 104 days short of the target. UNEP did not achieve the target vacancy rate of 10 per cent, which instead increased to 18 per cent owing to the increase in staff turnover and offers of appointment declined mainly because of the security situation at the duty station.

(c) A synthesis report* of evaluations conducted in the previous years identified lessons learned and has been used to make adjustments to the programme of work for 2006-2007, attesting to a more effectively evaluated programme. Lessons from evaluations were used as input into the preparation of the 2006-2007 workplans and the synthesis of evaluation findings and lessons learned served as input into the Global Environment Facility annual programme review process. As an example of follow-up to evaluation, the Dams and Development Projects,* has been completely reorganized. Out of 963 recommendations of 99 subprogramme and project evaluations conducted in the past five years, 49 per cent were implemented, 26 per cent were in progress, 15 per cent were outstanding and 10 per cent had not been accepted by management.

United Nations Scientific Committee on the Effects of Atomic Radiation*

14.2 To update assessments of the sources of exposure to ionizing radiation worldwide and scientific re-evaluation of the risk per unit of exposure, four draft scientific annexes were ready for publication at end of 2005, below the target of 10. The delay in completion will set back plans to review by the end of 2006 the Basic Safety Standards for Protection against Ionizing Radiation and for the Safety of Radiation Sources. The Secretariat will review the process for the development of documents and involve senior members to act as mentors to the consultants and to enforce the on-time delivery of scientific papers meeting the requisite standard.

Subprogramme 1
Environmental assessment and early warning

14.3 (a) Some 650 references to the UNEP Millennium Ecosystem Assessment,* Global International Waters Assessment,* *One Planet, Many People: Atlas of Our Changing Environment** and other documents were found in publications, journals and other media, far exceeding the target of 50. Eight decisions of the UNEP Governing Council and subsidiary bodies reflected assessment findings of UNEP and demonstrated greater availability and use of authoritative and scientifically credible environmental assessments for decision-making at the national, subregional, regional and global levels. A total of 68 positive feedback statements received from Governments (above the target of 5), 8 multilateral statements incorporating the feedback of 90 countries and 50 observers and 60 written comments of overall support attested to the authoritative and scientifically credible information provided.*

(b) The number of new institutions contributing to the Global Environment Outlook* process increased by 243 during the biennium, with 1,554 officials from different regions trained. Feedback from the trainees suggests that the training has provided necessary tools and methodologies for national networking, especially in

the area of national poverty reduction strategy programmes. The number of centres participating in environmental assessments increased from 37 to 45, and 21 national assessment processes were initiated by centres and institutions in the networks. These efforts produced six national state of the environment reports and a pan-European state of the environment report, among others, and facilitated the adoption of the UNEP integrated environmental assessment in two regional assessment processes, thus showing improved coordination and capacity at the international and national levels for conducting environmental assessments. University-level capacity-building on integrated environmental assessment is being carried out at three universities in developing countries. There is a need to align these activities more closely with regional intergovernmental political processes.*

(c) Improved access to critical underlying assessment data, analytical information and conclusions was made possible by the number of centres participating in data and information networks facilitated by UNEP, which increased to 264, 14 per cent higher than the target of 234. The institutions using the Global Environment Outlook data portal* increased from 96 to 139. The monthly average number of website hits went up from 25,000 to 40,000. So far, three countries in the West Asian region established national environmental information systems based on UNEP methodology. The development of the Africa Environment Information Network* expanded to include eight national and five subregional active networks and 100 institutions involved at the subnational level. In the Latin American and Caribbean region, 30 out of 33 countries are involved in the regional information system network. Landsat data were provided to 61 countries from five regions to support their access to credible and up-to-date environmental data. Training in its use and in the interpretation of satellite data was provided to 25 participants from 13 countries and has been essential for the preparation of a deforestation analysis in Central America. There is a need to promote the use of common standards and formats to allow subregional and higher levels of data aggregation and more reliable national studies of the state of the environment and trends. Also, a clearer division of responsibilities needs to be established at the national and local levels to improve the process of enabling open access to environmental data and information via the Web.*

Subprogramme 2
Policy development and law*

14.4 (a) In collaboration with international organizations, Governments, industry and other partners, 80 countries integrated environmental dimensions in policymaking and practices related to health, water, poverty eradication and other sectors, representing a fivefold increase and 270 per cent above the target of 30. Seven African countries developed action plans to integrate environmental priorities into poverty reduction strategy papers. UNEP support led to the adoption of action plans to phase out leaded gasoline in 19 countries in sub-Saharan Africa and to a complete phase-out in 13 African countries. Air quality management policies and strategies are being used in 19 cities in 9 countries in Asia, exceeding the target of 10. Intensive training in the field of land use and climate change led to collaboration between one Asian, four African and three Latin American negotiators during sessions of the Conference of the Parties to the United Nations Framework Convention on Climate Change.* More than 150 new civil society organizations were accredited to work with UNEP and at least eight countries had civil society

organization representatives as part of their official delegations. The implementation of the Bali Strategic Plan* will be taken as an opportunity to further mainstream civil society participation in the UNEP work programme.

(b) Ten countries received UNEP assistance in developing and implementing international environmental legal instruments. As a result, four African countries developed legal instruments, which are currently pending adoption, and an additional six Governments started the process of reviewing their national legislation. In total, 320 Government officials were trained in the drafting of environmental legal instruments leading to their improved capacity to develop legal instruments within the framework of the Montevideo Programme III.* Feedback received from the workshops suggests that half of the Government officials in those 10 countries consider themselves better equipped to implement international environmental agreements. National consultations among representatives of Government ministries, the private sector, non-governmental organizations and grass-roots organizations need to be fostered to strengthen environmental legislation.

(c) Following training, 18 countries either adopted new legislation, strengthened existing legislation or harmonized their legislation with international standards, which was in line with the target set for the biennium and demonstrated increased capacity to develop and implement environmental law at the national level. Printed and online environmental law information reached 100 countries, including through the Web-based ECOLEX database,* which has further provided guidance, references and increased knowledge to its users. Collection of data and the use of formal feedback and comment forms will be established to make the evaluation effort more consistent.

(d) At least 100 Member States commended the adoption of the Bali Strategic Plan,* and their commitment to it was underscored by seven decisions of the Governing Council. The issues considered by the Environmental Management Group had been increased to four from two previously and was accompanied by four new joint programmatic activities. Development assistance processes within the common country assessment/United Nations Development Assistance Framework in seven countries and post-conflict needs assessments in four countries incorporated environmental issues, and a new memorandum of understanding with UNDP and joint activities with WHO, the Department of Peacekeeping Operations and the Coordinating Action on Small Arms* underscore the increased attention of United Nations agencies to environmental issues and enhanced coherence and effectiveness of intergovernmental and United Nations cooperation and policy coordination in the field of the environment.

Subprogramme 3
Policy implementation*

14.5 (a) Strengthened capacity of Governments and stakeholders in the implementation of environmental policies in the context of sustainable development was evidenced by an increase from 20 to 35 in the number of implementation strategies, action plans, guidelines, mechanisms and processes developed. One thousand participants (50 per cent women) from 80 countries were trained to enhance their legal capacity in implementation and enforcement of multilateral environmental agreements. As a result, 27 enforcement operations were conducted

compared to 13 in the previous cycle, and 37 environmental crimes were prosecuted with a 60 per cent success rate. The East African protocol on environmental management was adopted and has been replicated in the Sahel and Southern African Development Community (SADC) subregions. Fifteen universities in Africa were assisted (compared to two in 2002-2003) in developing environmental studies curriculums and programmes and all have introduced environmental studies in their training programmes. Some 4,500 monthly visits to the dams and development website* increased awareness and capacity in dam management. Twenty-three Governments endorsed the rainwater harvesting partnership* and six adopted national policies for food production, energy and drinking water. Twenty-two nations signed the Kinshasa Declaration on Great Apes.* Visits to the subprogramme's website* reached 1.5 million, and publications have been downloaded 3,000 times,* compared to 1,200 downloads in the last biennium. There were 1,250 requests for publications and reports from 60 Member States. Of those, 90 per cent have established specific resource shelves and 40 per cent have translated publications into local languages.

(b) The number of systems and arrangements instituted to deal with environmental emergencies or disasters increased from 10 to 16; 6 assessments were carried out to mitigate the impact of environmental emergencies; 32 national experts were trained in various aspects of disaster management; and relevant information was disseminated through 793,000 website visits,* indicating enhanced capacity at the international, regional and national levels to better prevent, prepare for, respond to and mitigate the effects of environmental emergencies and disasters that have an impact on the environment. Following an extensive capacity-building programme, environmental governance institutions drafting and reviewing environmental framework laws were established for Afghanistan and Iraq and environmental impact assessment policies were developed for Afghanistan, Iraq and Liberia. Environmental assessments and capacity-building support were provided in eight post-conflict countries, which influenced the integration of environmental issues into the reconstruction agenda. Remote control tools have proven to be effective to control environmental assessments but their costs limit their use.

(c) Forty Governments are developing national programmes of action to implement the Global Programme of Action for the Protection of the Marine Environment,* representing a 60 per cent increase over the targeted 25 countries. The Guidelines on Municipal Wastewater Management* and its associated 10 keys for local and national action on municipal wastewater were endorsed by four international bodies and promoted through the websites of corporate institutions, and pilot projects were developed in Africa on the basis of the principles. Enhanced capacity for implementation was evidenced by training being provided to a total of 300 participants (30 per cent women) from 22 countries. The transition from planning to implementation was strengthened at the regional level through the UNEP Regional Seas Programme* and partnerships with over 30 institutions.

(d) Greater availability and use of biodiversity information and policy analysis products for developing countries and multilateral environmental agreements is evidenced by the doubling of the number of website* users to 2 million. Overall visits reached 50 million. New software to more accurately track the use of the website will be used to better capture the indicator information. Other indicators, such as provision of support to biodiversity conventions, needs to be developed to reflect accomplishments in that area. The *World Atlas of Great Apes*

and Their Conservation,* the cold-water coral reefs assessment and the biodiversity indicators for national use report have been featured in major global media outlets *

Subprogramme 4
Technology, industry and economics*

14.6 (a) About 250 decision makers were trained in various aspects of integrated water resources management, thus improving national and local Government capacities for environmental management of watersheds. Five Governments and national agencies were implementing integrated water resources management plans: three ministries of three governorates in Iraq were participating in a pilot project; there was a pilot project in Poland; and a management plan was being developed at Lake Chapala, in Mexico. A total of 200 reports and articles featured in major media outlets suggest increased awareness and capacity in watershed management.

(b) The Rotterdam* and Stockholm Conventions* entered into force with 100 and 111 parties respectively, thus strengthening legal regimes and institutional and programmatic arrangements at the global, regional and national levels for sound management of chemicals. Some 59 partnerships and joint programmes were established, compared with 40 in 2002-2003. Technical assistance facilitated the development of a strategic approach to international chemicals management,* and action was taken to reduce or eliminate releases of mercury and its compounds into the environment.

(c) A total of 29 countries (compared with 16 in 2002-2003) developed and implemented integrated environmental and macroeconomic and trade development policies that address priorities and concerns at the local, national and regional levels, 2 more than the targeted 27. Technical assistance resulted in 10 Governments participating in integrated assessment of national policies; 6 countries completed an integrated assessment of trade liberalization in the rice sector and committed themselves to implementing its recommendations; and 3 other Governments completed an assessment of fishery subsidies' impacts and used the results in formulating their positions in World Trade Organization negotiations. A total of 130 officials from Governments, non-governmental organizations and the private sector reached consensus in the area of reforming fishery subsidies. Others completed assessments of the impact of trade liberalization in the pulp, paper and cotton industries as well as the assessment of the impact on trade of phasing out methyl bromide. This has led the Indonesian Ministry of Environment as well as farmers associations to accept the phasing out of methyl bromide from the vegetable sectors prior to a deadline set by the Montreal Protocol* for developing countries. About 360 experts from over 44 institutions participated in a new network of institutions for sustainable development and agreed to jointly promote the integration of environmental and sustainability issues into economic and trade policies.*

(d) Enhanced cooperation with UNCTAD, the World Trade Organization secretariat and multilateral environmental agreement secretariats to promote the development of mutually supportive trade and environmental policies was achieved by increasing the number of joint activities and programmes from 6 to 30. Joint UNEP-UNCTAD training resulted in strengthened capacity for over 600 participants from national Governments, international and non-governmental organizations, academia and the private sector. Trade and environmental negotiations were attended by over 120 Government representatives and provided a forum to discuss

the role of integrated assessments in ensuring mutually supportive trade and environmental policies and to identify opportunities for reducing tariffs on environmental goods and services. Enhanced capacity of countries to assess, design and implement sustainable national wildlife trade policies was also made possible through joint collaboration with the secretariat of the Convention on International Trade in Endangered Species of Wild Fauna and Flora.* Training seminars provide more useful means of building national capacity and are more effective if limited to 20 or 30 participants.

(e) Some 2,339 organizations and companies (compared to 700 in 2002-2003) registered as participants in the Global Compact* and the Global Reporting Initiative,* indicating enhanced corporate environmental and social responsibility through their policies and strategies in the sectors of finance, tourism, advertising, information and communication technology, building and construction and retail food services. This is 133 per cent above the target of 1,000. The co-hosting of a Global Compact policy dialogue on sustainable consumption* with 60 companies led to such publications as *Raising the Bar: Creating Value with the UN Global Compact* and the materiality reports which were widely disseminated through the Web.* Dissemination of the Awareness and Preparedness for Emergencies at the Local Level programme (APELL)* resulted in enhanced awareness of the role of accident prevention and preparedness, as demonstrated by over 17 institutions in 6 countries implementing the APELL process. There were 728 self-declared company reporters on the online database, 28 above the target, which attests to greater accountability in meeting the business plan goals set for the Global Reporting Initiative.* The UNEP/SustainAbility survey received editorial coverage in major world publications and a French version was published in France, where legislation now requires sustainability reporting by listed companies.

Subprogramme 5
Regional cooperation and representation*

14.7 (a) UNEP facilitated 20 new major partnerships and agreements on the development of the regional biodiversity strategies and the implementation of the Convention on Biodiversity. This 33 per cent increase beyond the target of 15 new agreements is indicative of the transition from policy dialogue to strengthened cooperation among countries in regions in responding to environmental issues of common concern and brings the total number of agreements to 55. Technical assistance also facilitated the ratification of the Convention for the Protection of the Marine Environment of the Caspian Sea* by three States.

(b) Increased capacity of countries and regional bodies in the legal, policy and institutional areas to address environmental priority issues were evidenced by six new regional and subregional environmental action plans and strategies adopted and under implementation (above the target of five) and bringing their total to 16 (compared to 10 in 2002-2003).

(c) Increased support to international efforts was demonstrated at both the regional and global levels in addressing environmental and sustainable development issues, as evidenced by a 14 per cent increase (from 230 to 274) in the number of member countries and observers (both countries and organizations) taking part in Governing Council sessions. The participation of ministers and high-level officials at the ministerial conference on environment for Latin America and the Caribbean

rose from 27 to 30, and 90 per cent of African countries demonstrated their support to UNEP initiatives at the African Ministerial Conference on the Environment.* Seven new countries from Western Asia joined multilateral environmental agreements. Traditional media as well as websites aided in disseminating environmental information to 912 journalists worldwide. Some 5,000 clippings were collected, representing a 66 per cent increase compared to last biennium. Visits to the website of the regional division* increased by more than 45 per cent.

Subprogramme 6
Environmental conventions*

14.8 (a) Better cooperation with governing and subsidiary bodies of the multilateral environmental agreements was achieved, as demonstrated by the increase from 1 to 4 in the number of cooperative arrangements, policies and legislative actions. Regional agreements such as the Bamako Convention, the Lusaka Agreement and the ASEAN Agreement on Transboundary Haze Pollution were also supported and further developed. It is necessary to intensify dialogue with the multilateral environmental agreement secretariats in order to prioritize cooperation activities so as to support more effectively the conferences of the parties to the agreements.

(b) Climate change outreach campaigns in five countries contributed to the formulation of climate change strategies, eventually assisting in the ratification of treaties. Technical, legal and financial assistance contributed to the development of the ASEAN Agreement on Transboundary Haze Pollution* and its implementation, as well as the implementation of the Cartagena Protocol on Biosafety.* UNEP efforts led to seven new initiatives for the implementation of multilateral environmental agreements compared to the target of five, attesting to enhanced strategic programmatic support for their ratification and effective implementation.

(c) Enhanced capacity of countries to meet their obligations under multilateral environmental agreements was evidenced by an increase from three to seven in the number of countries receiving assistance from UNEP and an increase in the number of areas covered by such assistance. Five countries were assisted in meeting their obligations under multilateral environmental agreements and assistance was expanded to cover the Convention on Biodiversity* and the Convention to Combat Desertification.*

(d) The Regional Seas Programme* achieved progress in strengthening the legal, institutional and financial components of six programmes, compared to the targeted three. Draft legal guidance for translating regional seas conventions and action plans into national legislation was developed for all 13 action plans, and legal advice on mandates, scope and procedures was provided in the Mediterranean, East Asian, North-Western Pacific and Caribbean regions. Countries in those regions have improved compliance with conventions and related protocols. To enhance the sustainability and effectiveness of the regional seas conventions and action plans and to increase country ownership, it is necessary to translate regional seas conventions and protocols into national legislation, promote compliance and enforcement mechanisms and involve civil society and the private sector.

(e) The sixth Global Meeting of the Regional Seas Conventions and Action Plans adopted strategic guidelines for implementing the commitments contained in the Plan of Implementation of the World Summit on Sustainable Development,*

UNEP Governing Council decisions and the outcomes of other global forums. The number of projects and activities originating in regional seas conventions and action plans rose to 10, compared to the target of 3, which together with increased financial support from external donors to four regions, attests to the stronger links between global conventions and programmes and the regional seas conventions and programmes. Five joint official publications on coral reefs, sustainable development, marine litter and marine pollution monitoring and assessment and 11 joint projects have increased cooperation between the programmes and between partners.*

Subprogramme 7
Communications and public information*

14.9 Some 4,100 press clippings of global media coverage (compared to 3,000 in 2002-2003) were based on information provided by UNEP. Website visits increased by 77 per cent, from 3.5 million to 6.2 million. The number of pages viewed and time spent on the UNEP website* increased from an average of 4.9 pages and four minutes to 7.7 pages and nine minutes, indicating increased interest in the content provided and more involvement on environmental issues by the public at large. Voluntary initiatives and actions celebrating World Environment Day* totalled 927 in 99 countries, a 618 per cent increase compared to 2002-2003, and the World Environment Day website received over 5.5 million visits, making it the most popular site of UNEP. The commercial success and wide reach of *One Planet, Many People: Atlas of Our Changing Environment* underscores the need for producing innovative, attractive and marketable UNEP flagship publications to sustain high sales figures. A "Tunza" strategy report has been produced.*

Section 15
Human settlements*

Highlights of programme results

The Global Campaigns for Secure Tenure and on Urban Governance have raised awareness and in some countries led to changes at the policy and institutional levels. Initiatives in slum-upgrading and in water and sanitation are helping Governments to work towards attaining the Millennium Development Goals. Reporting on the implementation of the Habitat Agenda through flagship reports has improved; UN-Habitat publications were cited in the formulation of national or intergovernmental documents. Voluntary contributions to the United Nations Habitat and Human Settlements Foundation increased from $77.8 million to $159.8 million, representing a greater than 50 per cent increase. Demand for UN-Habitat services and operational activities contributing to new norms and policies at the regional, national and local levels has increased. Best practices for scaling up the operational aspects of global programmes and other initiatives were identified and promoted. UN-Habitat has been actively involved in the aftermath of disasters, including engagement in tsunami- and earthquake-affected countries. Attendance of UN-Habitat partners at the second World Urban Forum more than doubled. Strategic collaboration with other organizations has been enhanced.

Further details of programme results are available in General Assembly resolution 60/203 and in the following documents: A/58/8, A/60/8, E/AC.51/2005/3, HSP/GC/20/6/Add.1 and others.*

Challenges, obstacles and unmet goals

The scope of programmatic and operational activities has to be made commensurate with the resources available and their impact must be enhanced by eliminating existing inefficiencies. Greater emphasis will be placed on fostering institutional capacity and governance at the country level, local leadership, equity and social inclusion, especially in regard to forced evictions, slum-upgrading, water and sanitation.

Output implementation rate

The above-cited results are based on the implementation of 93 per cent of 355 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 15) and General Assembly resolution 58/270, annex I).

* Further information is available online.

Executive direction and management

15.1 (a) In support of enhanced policy coherence in the management of human settlements activities by the United Nations system, 12 Governing Council resolutions on issues related to human settlements were cited in 30 national policies, as well as in four General Assembly and two Economic and Social Council resolutions. Such issues were incorporated into the work programmes of other entities in the United Nations system, such as UNDP and UNEP.

(b) Improved access to human settlements information by key stakeholders as well as the general public through an enhanced UN-Habitat website is evidenced by the increase in the average number of monthly visits to the website from 80,000 to 180,000. Bandwidth will be increased to improve response times and access.

(c) Improvements in the publication system and in sustaining international policy debate, including through the quarterly *Habitat Debate*, were evidenced by an increase in annual subscriptions to *Habitat Debate* to over 20,000 thus enhancing the debate on shelter issues around the world. The implementation of a publications management system has substantially improved the efficiency of the publication system at the production and dissemination levels. The system provides a global financial and production schedule overview, which makes it easier to monitor the implementation of the approved publications in the work programme and related financial statistics.

(d) Partnerships with local authorities and their international associations were increased through 17 annual meetings, electronic discussions and outreach activities carried out under the aegis of the United Nations Advisory Committee on Local Authorities. Regular monitoring of external developments will be carried out to identify timely new trends in this crucial partnership.

(e) Regular monitoring of the implementation of the UN-Habitat work programme was evidenced by eight progress reports (2004* and 2005*) submitted to the Committee of Permanent Representatives, which provided feedback on programme implementation and recommendations for improvement.

(f) An internal monitoring and evaluation-based management system assisted in the establishment of project evaluation plans and in tracking the implementation of recommendations to improve the systems, mechanisms and methodologies for the evaluation of UN-Habitat policies and activities. It also provided feedback from beneficiaries and other stakeholders, assisting the Programme in assessing outcome achievement and reorienting direction as needed. Seven evaluations were conducted.

(g) The visibility of UN-Habitat and the Habitat Agenda increased, as indicated by 100,000 articles in the press and media. Issues related to the upgrading of urban areas and slums increasingly gravitated to the media spotlight.

(h) A UN-Habitat Intranet was established (receiving 500,000 visits) for the development and maintenance of an electronic library, including digital photographs and an archiving system, thus expanding access to external literature on human settlements, preserving the institutional memory of the Programme and fostering knowledge-sharing. Informal feedback from staff indicates that the new Intranet site has improved knowledge-sharing in the Organization.

(i) As evidence for increased international awareness on shelter and sustainable urbanization through the coordination of exhibitions and the global and regional celebrations of World Habitat Day, the number of towns and cities around the world commemorating World Habitat Day increased from around 50 to 110 in some 60 countries.

Subprogramme 1
Shelter and sustainable human settlements development

15.2 (a) Research has advanced on improving the effectiveness of shelter policies and strategies to facilitate adequate shelter maintenance, revitalization and better management of the existing housing stock. More countries are aware of and working towards achieving the Millennium Development Goals in relation to improving living and shelter conditions. The number of countries working with UN-Habitat to formulate or revise shelter policies and strategies and initiate specific programmes and projects increased from 10 to 20. The approach to assisting countries needs to take into account this framework and also to seek implementation of lessons from the review of effective shelter strategies.

(b) UN-Habitat assisted 24 countries in complying with international instruments on housing rights, thus promoting security of tenure and preventing unlawful and forced evictions and discrimination in the housing sector in accordance with the Global Campaign for Secure Tenure, thus achieving the progressive realization of housing rights as elaborated in the Habitat Agenda, with a focus on the needs of women and secure tenure.

(c) In seeking to improve efficiency and equality in national land policies, urban land management practices and tenure systems, with emphasis on the rights and capacities of the urban poor, progress was slow but involved 10 countries, and local authorities assisted in the adoption and application of UN-Habitat-promoted land policies, land management practices and tenure systems. Progress was made in adding value to broad normative statements (e.g., the Habitat Agenda). Also, the launches of the Global Campaign for Secure Tenure demonstrated demand for implementing policies. However, because of the vested interests of elites, good practices are often sidelined.*

(d) Improved governance in urban water service delivery through wider participation and partnership, with emphasis on improved access for the urban poor and improved monitoring of the Millennium Development Goals, was evidenced by increase from 8 to 21 in the number of countries working with UN-Habitat to adopt and implement strategies to improve urban water governance. Increased pro-poor investment flows, promoted through collaboration with regional partners, totalled $183 million in Africa and $125 million in Asia. In addition, four cities in India and one town in Nepal were assisted in developing pro-poor governance frameworks for better targeting of water and sanitation investments to the poor. The programme also facilitated participatory poverty mapping in 20 slums of the four cities covered by the Water for Asian Cities programme. In Africa, a rapid gender assessment methodology developed by the Managing Water for African Cities programme was adopted by 17 participating cities in 14 countries.*

(e) The improvement of urban governance systems through decentralization, social integration, inclusiveness, community participation, partnership, transparency, accountability, efficiency and effective leadership among local

authorities and civil society organizations was evidenced by an increase from 30 to 40 in the number of countries working with UN-Habitat in adopting policies and legislation and implementing action plans to promote good urban governance in accordance with the Global Campaign on Urban Governance. National campaigns were launched and action plans developed in four countries. Preparations for campaign launches also advanced considerably in another four countries, where situation analysis reports were prepared and preliminary stakeholder consultations held.*

(f) Overall understanding of urban safety approaches is increasing among policymakers and local partners. Progress towards improved security within cities through effective crime prevention strategies and improved capacity of cities and other relevant partners to address insecurity through preventive approaches was evidenced by the adoption by 32 cities (55 municipalities) of the safer cities tools and the formulation of crime prevention strategies in 21 cities/towns directly through UN-Habitat support. UN-Habitat has been involved either directly (through its expertise) or indirectly (through its documents) in the development of crime prevention strategies in other cities. In addition, some 200 cities have participated in exchanging and documenting their experience in events/training organized by UN-Habitat.

(g) Enhanced priority among policymakers, the establishment of local-level partnerships and the mobilization of resources for urban sanitation, waste management and monitoring of World Summit on Sustainable Development sanitation targets was evidenced by an increase to 21 (50 per cent above the target) in the number of countries working with UN-Habitat to formulate new strategies for the provision of sanitation and waste management. Training on innovative sanitation technologies was provided to 23 participants from five developing countries. In India, a community-based project on urban environmental sanitation in 20 slums in four cities is being implemented in partnership with Water Aid India and four municipal corporations at a total cost of $1.3 million.

(h) The strengthening of national training and capacity-building institutions to meet present and emerging training and capacity-building needs was evidenced by an increase from 18 to 60 (against the target of 40) in the number of them using UN-Habitat manuals and methods in shelter and human settlements development. Overall, 2,480 person-days of training were delivered using new publications on local elected leadership, local economic development and local government financial management to equip key national representatives, trainers and practitioners with the skills necessary to implement national capacity-building programmes.

(i) Increased awareness of and sensitivity to the plight of the urban poor and enhanced cooperation and partnership in slum-upgrading initiatives in line with the Millennium Development Goal on "cities without slums"* was evidenced by a doubling in the number of countries working with UN-Habitat to introduce slum-upgrading policies to 25. The main efforts were focused on the Global Campaign for Secure Tenure, the Advisory Group on Forced Evictions, the three-cities project on slum-upgrading frameworks, the cities without slums subregional programme for Eastern and Southern Africa and other slum-upgrading and normative activities. The Global Campaign for Secure Tenure focused its efforts on strengthening mechanisms for preventing evictions and developing simple tools for slum-

upgrading and the introduction of tenure systems favourable to the urban poor. An independent evaluation* of the Campaign helped to improve further its planning, implementation and management of resources.

(j) Improved access to energy and transport services for the urban poor with emphasis on the use of public and non-motorized transport was evidenced by an increase to six (above the goal of five) in the number of countries working with UN-Habitat to promote renewable energy as well as public and non-motorized transport. Teams of stakeholders have been fully involved in relevant projects, including national- and city-level authorities.

(k) Improved environmental planning and management capacity of municipal authorities and their partners at the local level was evidenced by the increase to 64 (double the target) in the number of municipalities in 21 countries that have strengthened institutional planning and management arrangements as a result of UN-Habitat interventions. Through seven sessions at international conferences and three regional workshops, awareness of environmental planning and management was raised. Along with promotional materials, the subprogramme published and distributed one book and five booklets. The subprogramme's strategy is being strengthened in terms of scope, capacity and versatility.

(l) To improve capacity and knowledge to respond adequately to natural and human-made disasters, support for disaster reduction and sustainable recovery was provided in 15 countries. Through its technical advisory services and in coordination with its regional offices, UN-Habitat undertook a total of 28 field missions to support disaster recovery or mitigation efforts. The development of normative products and tools continued with the finalization of a handbook on post-conflict land administration and a series on inclusive and sustainable urban planning. A web portal on vulnerability assessment tools was completed, permitting the disaster management community to exchange tools on disaster risk assessment.

(m) To help improve the capacity of local authorities and other partners to manage the HIV/AIDS pandemic at the local and community levels, with a particular focus on community-based shelter initiatives for orphans, 18 municipalities were engaged in developing community-based shelter initiatives for HIV/AIDS orphans and slum-upgrading programmes.

(n) To improve national strategies and programmes for capacity-building in key areas of human settlements development and management, the number of countries benefiting from capacity-building activities in urban governance, slum-upgrading and other priority areas increased from 24 to 38 and the number of training institutions to 60. Training materials ensured that the Millennium Development Goals were at the forefront of capacity-building activities. The lessons learned point to the crucial role of evaluating the impact of the training.

Subprogramme 2
Monitoring the Habitat Agenda

15.3 (a) Improved knowledge among Governments, local authorities and Habitat Agenda partners of urban conditions and trends, based on national and local urban monitoring, was evidenced by an increase in the number of local and national urban observatories from 5 to 32. Twenty-eight training workshops on Millennium Development Goals and the Habitat Agenda with some 940 participants were held at

the regional, national and municipal levels in 39 countries and three regions. Data for 130 countries and 250 cities were collected and compiled in the urban indicators database. The programmatic emphasis has shifted from a mere extension of the number of urban observatories to a more quality-centred approach in producing analyses and policy advice.

(b) The capacity of more Habitat Agenda partners in monitoring, documenting and mainstreaming the lessons learned from best practices and pro-poor, gender-sensitive urban policies and legislation was strengthened by doubling the number of capacity-building centres to 18. Best practices guidelines in Arabic, English, French and Spanish were sent to the institutions for mass dissemination to other UN-Habitat partners, and China, Brazil, Italy and the Russian Federation provided translations in their respective languages; four capacity-building workshops benefited those countries. In following up on lessons learned, emphasis will be on technical and financial assistance for institutions from the global South and on both the scaling-up and transfer of best practices.

(c) To strengthen partnerships with Habitat Agenda partners with respect to their participation in the implementation of the Habitat Agenda and the Millennium Development Goals, the number of thematic networks and regional coalitions initiated and strengthened increased from 25 to 48. At the World Urban Forum 80 networking events were organized to facilitate participation by local authorities and organizations for women, youth and the disabled. The database on Habitat Agenda partners was expanded to include over 2,000 partner organizations and has facilitated the dissemination of information to them through electronic means. Given the resource constraints, partnership based on a non-financial relationship becomes an important mechanism for sharing concepts, ideas and experiences and development responsibilities. Streamlining inter-agency collaboration will optimize the level of civil society contribution to development and advocacy work by pooling available resources.*

(d) Improvement of the global system for reporting on the implementation of the Habitat Agenda and on the conditions of human settlements and trends was evidenced by the increase from 6 to 34 in the number of research institutions in different parts of the world participating in the global research network for UN-Habitat flagship reports. The system was strengthened with the launch of the Global Research Network on Human Settlements (HS-Net). The *Global Report on Human Settlements 2005* benefited from input from the newly created HS-Net Advisory Board, and an abridged edition of the *Report* was prepared on the advice of the Board. It is envisaged that the HS-Net website will be completed in the near future to enhance its efficiency.

(e) Significant improvement of gender mainstreaming in human settlements development through the implementation of lessons learned and the gender policy and action plan was achieved through the stipulation that each project proposal must have a section on gender impact assessment. The proportion of UN-Habitat programmes and projects explicitly incorporating gender dimensions increased from 50 to 80 per cent. OIOS, in its in-depth evaluation of UN-Habitat in 2004, concluded that significant progress had been achieved in mainstreaming gender in all UN-Habitat programmes (see the progress report on Gender Equality* and the report on gender mainstreaming*).

(f) The monitoring and documentation of women's participation in human settlements programmes and the application of lessons learned through strengthened women's networks improved, as evidenced by the fact that 39 per cent of all participants in Habitat meetings and training events were women. This is lower than the target, mostly because partners nominate the participants. The women-specific projects such as empowering urban women entrepreneurs, the women and safety awards and local-to-local dialogues benefited women at the national and local levels. The women targeted under the women's empowerment programme in East Africa, for example, were able to acquire land, own houses, increase their incomes and also participate in decision-making regarding implementation of their programmes. Efforts will be redoubled in reaching out more to women's organizations and gender experts to increase the number of women as participants and beneficiaries.

(g) Improved awareness among Governments, local authorities and other Habitat Agenda partners and the use of up-to-date knowledge on effective and sustainable housing finance systems was evidenced by an increase to 15 (3 more than the target) in the number of countries working with UN-Habitat to adopt improved housing finance strategies. The main challenge is the considerable time lag between the delivery of a UN-Habitat output and its utilization by a particular Government, which makes it difficult to assess the output's impact. More effective monitoring mechanisms are being considered.

(h) Improved knowledge among Governments, local authorities and other Habitat Agenda partners on urban economic development, job creation and urban social integration strategies was evidenced by the increase from zero to seven in the number of countries requesting information and policy advice on urban economic development. In the future, emphasis will be on promoting informal sector regulatory reforms that facilitate raising the incomes of the urban poor and employment generation.

(i) Improved knowledge among Governments, local authorities and other Habitat Agenda partners on and awareness of balanced territorial development and effective strategies for mutually reinforcing urban-rural linkages in human settlements development and management was demonstrated by 20 requests for policy and strategy guidelines on rural-urban linkages as well as monitoring reports. In addition, over 200 copies of relevant conference reports were disseminated to target audiences and posted on the website.

(j) To support better understanding among Governments, local authorities and other Habitat Agenda partners of financing for urban development and local government administration in the implementation of the Habitat Agenda, a project document entitled "Privatization and financing of municipal services in a decentralized environment" was prepared and funds are being identified for its dissemination.

Subprogramme 3
Regional and technical cooperation

15.4 (a) Enhanced national and local capacity to systematically address the problems of the urban poor and to significantly reduce accumulated deficits in shelter and infrastructure was evidenced by the increase to the target of 40 in the number of countries working with UN-Habitat to strengthen their national and local

institutions. In 31 countries the institutional capacity at various levels to address the problems of the urban poor and to significantly reduce deficits in shelter and infrastructure has been enhanced. This has been achieved through advisory and backstopping missions, on-the-job training, capacity-building and training workshops and dissemination of tools and training materials. Areas for improvement include raising awareness about urban challenges among donors and Governments to allocate adequate resources and mainstream urban poverty issues in country development frameworks. Good and bad practices will be documented and used to develop methods, approaches, concepts and principles that countries can apply to addressing specific urban problems.

(b) The institutional and technical capacity of central or local authorities in disaster prevention and vulnerability reduction as well as in organized response to disasters was enhanced in 26 countries. Assistance included capacity-building and training workshops, dissemination of tools and training materials, direct assistance in reconstruction and policy and technical advisory support for more effective recovery and vulnerability reduction.

(c) According to an in-depth evaluation* of the Global Campaigns for Secure Tenure and on Urban Governance conducted in 2004, they have increased regional and national awareness of and compliance with the goals and principles of the Habitat Agenda and enhanced the capacity of regional and national coalitions to tackle urban issues. Habitat Agenda partners included 10 regional networks and 20 national coalitions — twice the previous number. The promotional efforts and follow-up activities will be strengthened so that positive experiences are shared and a shared vision on thematic issues emerges.

(d) Improved global knowledge resulting from regional and national analysis of best policies and practices in settlements management, trends in urban development and the state of the cities in each region as an instrument for better policymaking and planning was evidenced by an increase from 3 to 17 in the number of regional institutions participating in the development or preparation of UN-Habitat best practices databases and flagship reports. Contributions to the formulation of UN-Habitat flagship reports are provided through more than 10 networks of sector-related organizations. For example, support was provided to the Ibero-American and Caribbean Forum on Best Practices, which has nodes in four countries through which 15 countries are covered. Areas for improvement include strengthening the capacity of the regional networks and the development of improved methods of data collection.

(e) The efficiency in the response of UN-Habitat to specific country requests for technical assistance and policy advice in support of their human settlements policies was enhanced through the delegation of authority to regional offices, thereby streamlining delivery procedures and resulting in enhanced effectiveness and efficiency in response to country requests. Furthermore, the establishment of Habitat programme manager posts in UNDP country offices and their assignment in 31 countries has significantly improved the presence and responsiveness of UN-Habitat to field requests as well as implementation of the Habitat Agenda at the country level.

Subprogramme 4
Human settlements financing*

15.5 (a) In order to strengthen UN-Habitat and the Habitat and Human Settlements Foundation as an effective institution for the mobilization of financial resources for human settlements development, the Secretariat provided the Foundation with an operational platform to mobilize seed capital through the establishment of the Slum-Upgrading Facility.* When fully operational, the Facility will provide assistance for such pre-investment activities as implementing demonstration projects and reviewing feasible financial options, including loan and grant guarantee funds, equity capital, bridge financing and the provision of seed capital and other financing to local, national, regional and interregional projects. The key challenge is the initial field-testing of financial instruments developed with the technical assistance and expertise of the Facility in its pilot phase that will encourage the completion of the initial capitalization of the Facility with a further $10 million at a minimum from existing donors. Close monitoring of outcomes will be essential to demonstrate the effectiveness of the selected approaches to financing slum-upgrading activities. A progress report on Governing Council resolution 20/11 related to the Facility has been prepared.*

(b) Regarding the strengthening of domestic policies and mechanisms for financing housing and related infrastructure, scoping missions to 10 countries in East and West Africa and South and South-East Asia have resulted in increased political will, as indicated by requests for technical advice for changes in policies that will enhance private sector interventions in the mobilization of domestic capital for affordable housing and related infrastructure. In five countries the Slum-Upgrading Facility makes available seed capital to leverage domestic financing for shelter and related infrastructure. Over 45 per cent of the target countries of the Facility signed memorandums of understanding with UN-Habitat on the further integration of recommendations on slum-upgrading into their operative frameworks. The key challenge is to sustain the commitment displayed in each of the countries receiving Slum-Upgrading Facility resources during the pilot programme to ensure that realistic pilot projects are implemented in a timely manner.

(c) Concerning the establishment and implementation of new partnerships and strategic alliances between UN-Habitat and international and regional institutions and the private and not-for-profit sectors to increase international financial allocations supporting adequate shelter for all, the number of such partnerships and alliances aimed at increasing funds leveraged by the Foundation through them grew from zero to eight and included cooperation with the Bretton Woods institutions and regional banks.

(d) Efforts to increase extrabudgetary funds raised by the Foundation for the core programmes of UN-Habitat resulted in a 50 per cent increase in overall voluntary contributions. Three donor countries have given three-year commitments. About 75 per cent of non-earmarked contributions were from five donors, indicating an urgent need to broaden the donor base. While overall contributions are up, the absence of longer-term, predictable funding presents risks to performance.

(e) The flow of domestic capital through the domestic financial system into housing and related infrastructure was improved through the Slum-Upgrading Facility, which, from October 2004, carried out scoping missions in West and East Africa and South and South-East Asia to determine the demand for domestic capital

for financial investment in pro-poor housing. The Facility provided seed capital to catalyse local initiatives such as guaranteeing loans from local financial services providers for women's cooperatives. Such financial support to develop and strengthen the flow of domestic capital into housing was present in Ghana, Indonesia, Kenya, Sri Lanka, and the United Republic of Tanzania. The Facility will focus on ways to diversify sources of funding for human settlements financing and increasingly work through local partners.

Section 16
Crime prevention and criminal justice*

Highlights of programme results

Assistance provided to Government officials and technical experts has been instrumental in the ratification and entry into force of the Convention against Corruption,* which had 113 signatures and 34 ratifications. There were 55 new ratifications of the Convention against Transnational Organized Crime,* 48 of its Protocol on trafficking in persons,* 42 of its Protocol on the smuggling of migrants and 32 of its Protocol on illicit trafficking in firearms. The Protocols on the smuggling of migrants and illicit trafficking in firearms entered into force.

Knowledge and expertise for dealing with crime problems were expanded through the dissemination of 600 copies of studies and brochures and 1,200 compact discs to 66 countries and 40,502 downloads of a study entitled "Crime and Development in Africa".* Capacity-building and advisory services in more than 40 countries enhanced their ability to respond to crime problems and promoted juvenile justice reform, the improvement of prison conditions, victim support and urban security. Enhanced governmental action, as evidenced by an increase in ratifications of the 12 relevant international conventions, was achieved through the provision of specific legislative assistance to 59 countries and the mobilization of political commitment in more than 100 countries. Thirty countries have either passed new anti-terrorism legislation or made progress with draft legislation.

The efforts to increase knowledge and understanding of the combined threats of drugs, crime and terrorism and to help build the capacity of Government institutions and civil society to address those threats were carried out in the context of achieving sustainable development, as those threats have a direct impact on the ability of States to reach that goal.

Independent evaluation and strategic planning functions were established. Funding became more diversified, and growth in voluntary income increased threefold.

Further details of programme results are available in the 2004 annual report of the Independent Evaluation Unit of the United Nations Office on Drugs and Crime* and its report on the Global Programme against Trafficking in Human Beings.*

Challenges, obstacles and unmet goals

The need for services (legal, technical and advisory) still greatly exceeds the capacity to deliver them. For terrorism, new technical assistance tools, in addition to the ones already available, need to be developed. The high-level segment of the quinquennial crime congresses needs to be more action oriented.

* Further information is available online.

The reorganization and integration of the Centre for International Crime Prevention and the United Nations International Drug Control Programme have created a number of procedural, technical and governance issues that must be addressed in the next biennium.

Output implementation rate

The above-cited results are based on the implementation of 82 per cent of 388 mandated, quantifiable outputs. A total of 8 per cent of mandated outputs were terminated for programmatic reasons, 5 per cent were terminated owing to overestimation of the number of meetings of the Conference of the Parties to the Convention against Transnational Organized Crime, 2 per cent were terminated because of the streamlining and restructuring of UNODC and 1 per cent were ended owing to a shortage of extrabudgetary funding. The remaining 10 per cent were postponed, 5 per cent for legislative reasons, as the final meeting of the Ad Hoc Committee for the Negotiation of a Convention against Corruption met in the next biennium (January 2006), and 5 per cent owing to the issuance of publications in the first quarter of 2006.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 16) and General Assembly resolution 58/270, annex I).

Programme accomplishments

(a) Increased awareness and political support were evidenced by 55 new ratifications of the Convention against Transnational Organized Crime,* bringing the total to 112; 48 new ratifications of its Protocol on trafficking in persons (total: 93); 42 new ratifications of its Protocol on the smuggling of migrants (total: 82); and 32 new ratifications of its Protocol on illicit trafficking in firearms (total: 44), as well as the entry into force of the two latter Protocols. The number of countries requesting and receiving assistance in implementing the provisions of the Convention and its Protocols increased from 5 to 10, and the quality of such assistance was evidenced by the feedback received from end-users. The main challenge is that the demand for services greatly exceeded the capacity to deliver them. Special efforts will be made to meet a significant increase in technical assistance needs to be identified by the Conference of the Parties.

(b) Assistance provided through seven regional and four training seminars for prosecutors has improved the substantive expertise of senior political authorities, Government officials and technical experts from countries in Asia, Europe, Africa, North America and Latin America and has been instrumental in the ratification and entry into force of the Convention against Corruption,* which to date has 113 signatures and 34 ratifications, 126 per cent above the target of 15 ratifications. Project assistance was delivered in five countries and designed for eight others. To maximize impact, advisory services were undertaken in close coordination and collaboration with other substantive areas, especially terrorism prevention and drug control, and other international and regional intergovernmental organizations. The programme will continue to elaborate a legislative guide to assist Member States in the ratification and implementation of the Convention.

(c) Knowledge and expertise to deal with crime problems, including transnational organized crime, trafficking in persons and smuggling of migrants, trafficking in illegal firearms, corruption and terrorism,* were expanded through the dissemination of 600 copies of studies and brochures and 1,200 compact discs to 66 countries and approximately 40,502 downloads of a study entitled "Crime and development in Africa". A training manual, prepared and adapted by ECOWAS, was disseminated to 16 countries and by SADC to 14 countries in the region. Some 153 requests were received for training materials on crime prevention.*

(d) By strengthening criminal justice systems, an increased ability to respond to problems in the areas of transnational organized crime, trafficking in persons, smuggling of migrants, corruption, international terrorism, juvenile justice, prison reform, judicial integrity and support for victims and witnesses of crime was achieved through capacity-building programmes and advisory services for more than 40 countries compared to 20 previously. A series of 11 interregional, regional and subregional seminars provided countries with a forum in which to exchange experiences and compare progress made with regard to the ratification of the Convention and specific measures taken for its implementation. The seminars were also an opportunity for the Office to offer to those countries a basic framework for their national legislation to be in line with the requirements of the Convention.

(e) Through the provision of specialized legal expertise and the promotion of regional and subregional cooperation, Governments enhanced concerted action against international terrorism in all its forms and manifestations. A total of 16 workshops were delivered, reaching 90 countries. In addition, 59 countries received specific legislative assistance in national actions to ratify and implement the universal instruments against terrorism. The programme contributed to the increased number of ratifications of the 12 international conventions from 43 to 75. It also contributed to decreasing the number of countries that ratified only 6 or fewer of the 12 instruments from 62 to 35. Thirty countries either passed new anti-terrorism legislation or had draft legislation in progress. The percentage of countries requesting and receiving assistance increased from 8 to 31 per cent of Member States. In the area of terrorism, new technical assistance tools need to be developed.*

(f) The integration of gender sensitivity in the relevant areas was increased, as evidenced by the inclusion of the gender dimension in the general data collected on crime and in such projects as "data for Africa" and "measures to counteract violence against women and children". Surveys included questions on violence against women.

Section 17
International drug control*

Highlights of programme results

UNODC achieved three new ratifications of and two accessions to the Single Convention on Narcotic Drugs, bringing the number of States parties to 180; five accessions to the Convention on Psychotropic Substances, bringing the total to 179 States parties; and two ratifications of and eight accessions to the Convention against Illicit Traffic in Narcotic Drugs and Psychotropic Substances, with 179 States parties.

Ninety-one States parties to the drug control conventions designated competent national authorities for mutual legal assistance, extradition and the fostering of cooperation to suppress illicit drug trafficking. Fifty-one international experts and eight international organizations enhanced their capacity and technical skills on domestic and international witness protection matters. Users of the online legal library on drug control increased from 90,000 to 337,381. The availability of information on the drug problem and related activities, including its gender dimensions, has increased as demonstrated by 8 million visits to the UNODC website.*

Some 174 projects were implemented to facilitate the adoption or enhancement of demand-reduction strategies and programmes in 130 countries further to the Declaration on the Guiding Principles of Drug Demand Reduction and its Action Plan. A total of 37 countries reported that they had national plans or programmes, 13 reported enhanced national plans and strategies to reduce or eliminate illicit crop cultivation and 80 countries reported cooperating in precursor control, which attests to improved control of precursors and a reduction in illicit cultivation.

Improved capacity of national drug and precursor testing laboratories to support law enforcement activities in drug control was evidenced by 295 drug-testing laboratories requesting and using technical information, materials and guidelines, including 83 laboratories requesting reference standards. Distribution of drug and precursor kits increased from 570 to 750.

UNODC funding has become more diversified, with more countries entering into larger cost-sharing arrangements, increased United Nations agency support and the emergence of promising partnerships with foundations. The growth in voluntary income was 8 per cent. An independent evaluation function has helped identify the need to better articulate the medium-term strategy of the Office.

Further details of programme results are available in the 2004 annual report of the Independent Evaluation Unit of UNODC* and other evaluation reports.*

* Further information is available online.

Challenges, obstacles and unmet goals

The main challenges for the programme are to replace the customary sectoral and geographical divisions with an integrated and unified approach. The integration of the Centre for International Crime Prevention and the United Nations International Drug Control Programme created procedural, technical and governance issues that need to be addressed, including the application and consolidation of results-based management. The frequency and response rate under the annual reports questionnaire* system needs improvement. There is a need to develop a single indicator to compare the impact of the production, trafficking and abuse of illicit drugs on different countries.

Output implementation rate

The above-cited results are based on the implementation of 85 per cent of 875 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 17) and General Assembly resolution 58/270, annex I).

Executive direction and management

17.1 Financial reports show that 98 per cent of regular budget and 90 per cent of extrabudgetary resources were used, a 5.5 per cent vacancy rate was achieved and an average of 109 days were taken to fill vacancies, attesting to an effectively managed programme of work supported by staff and financial resources. Women comprised 45 per cent of recruits. A system needs to be established for balancing infrastructure maintenance costs between the two sources of extrabudgetary funds (the United Nations International Drug Control Programme and the Commission on Crime Prevention and Criminal Justice).

Subprogramme 1
Coordination and promotion of international drug control

17.2 (a) The coordination of drug control-related activities throughout the United Nations was improved through the conclusion of agreements with the United Nations Industrial Development Organization and the World Bank. It has become necessary to address drugs and crime through joint assessments and projects in order to instil a multidimensional and more holistic approach to field operations and to reinforce cooperation with other agencies.

(b) Coordinated programming and implementation of activities relating to drug control by Governments, regional and subregional institutions and intergovernmental and non-governmental organizations was evidenced by the increase to over 1,500 (from 750) in the number of NGOs dealing with drug control-related issues. NGOs have increasingly become involved and effective in many areas of drug demand-reduction activities such as awareness-raising, prevention, treatment and social reintegration of drug addicts.

(c) The availability of information on the drug problem and related activities, including its gender dimensions, increased, as evidenced by the 8 million visits to the UNODC website,* 1.6 million over the target set. Television and radio spots on drug abuse,* HIV/AIDS,* human trafficking* and corruption* were made available online and distributed to international broadcasters, leading to a better understanding of the magnitude of the drug problem among the general public, decision makers, opinion makers and civil society. The website's design and content will be made more user-friendly and current.

Subprogramme 2
International drug control monitoring and policymaking

Secretariat of the International Narcotics Control Board

17.3 (a) The International Narcotics Control Board* conducted 21 missions to address the drug situation, providing recommendations and advice to strengthen national measures in drug control and verification, and enhancing dialogue between the Board and Governments. The reactions of 90 Governments were presented to the Board. 15 countries remained on the list of countries warranting close and continuous monitoring and 2 countries remained under scrutiny. About 60 per cent of recommendations were responded to by Governments. More systematic efforts will be made to monitor their implementation.

(b) Greater attention to findings and annual reports of the Board by the international community was evidenced by the increased number of references to the Board's annual report* in the deliberations of the Commission on Narcotic Drugs* and in world press reports, from 576 to more than 875, exceeding the target of 600 references. Briefings to permanent missions to the United Nations, 23 press conferences and the dissemination of the annual report through the revamped International Narcotics Control Board website* contributed to an increased awareness of the main trends in drug control globally. Improved mechanisms will be identified to further increase the visibility of the annual report and the Board and to ensure full implementation of the recommendations of the Board.

(c) Monitoring of the licit movement of narcotic drugs and psychotropic substances and of national control systems was enhanced through assistance, communication and cooperation with Governments. This was evidenced by a survey of Board members* in which 88 per cent responded that the support provided was either "excellent" or "fully satisfactory" and useful in the identification of trends in licit activities related to the movement of narcotic drugs and psychotropic substances. Information and coordination enabled participating Governments to initiate law enforcement operations and identify traffic routes and transit hubs.

(d) Maintenance of a worldwide balance between supply and demand for drugs was supported by improved functioning of consultation mechanisms between raw material-producing nations and consumer nations. The Board held three meetings of the consultation mechanism, as opposed to two in the previous biennium. The supply and demand situation was analysed in the Board's annual technical reports,* and the findings of the Board were reported in its annual report for 2004.* Communication between producer and consumer countries will be improved.

(e) Prevention of the diversion of narcotic drugs and psychotropic substances into illicit traffic and prevention of the diversion of chemicals used in illicit drug manufacture continued through cooperation with Governments on the monitoring and identification of shipments of narcotic drugs and psychotropic substances. Owing to close monitoring by the Board* of international trade and of Governments' adherence to the internationally required control measures, there were no diversions of narcotic drugs from international trade during 2004-2005, and the number of diversions of psychotropic substances (four) was lower than in the previous biennium. New trends, including the increased manufacture of counterfeit medications, were detected, and further efforts are needed in this area as well as to assist Governments in preventing diversion from domestic distribution channels.

(f) Monitoring of the licit international movement of precursor chemicals and their uses to identify general trends was enhanced through the provision of assistance to and exchange of information with Governments. In a survey on its work, the Board received a rating of "excellent" or "fully satisfactory" from 92 per cent of respondents (compared with the target of 75 per cent) regarding the identification by the Board of trends in the licit international movement of precursors and their uses. The international operations being coordinated by the Board* ensured a smooth flow of information among participating States, which in turn enabled them to initiate a large number of relevant law enforcement operations. Pursuant to an evaluation of the international operations monitoring particular precursor chemicals, two operations were combined, streamlining procedures and further enhancing efforts against the diversion of such chemicals.

(g) Through international operations "Topaz," "Purple" and "Prism," direct working contacts between the Board and other international bodies, as well as national authorities, have strengthened working mechanisms and procedures, resulting in increased sharing of information and joint actions against the diversion of precursor chemicals to illicit drug manufacture, as evidenced by the number of letters to Governments on matters related to the implementation of the 1988 Convention against Illicit Traffic in Narcotic Drugs and Psychotropic Substances, which increased from 1,600 to 1,750, meeting the target of 1,700. Communication between Governments regarding the scheduled chemicals trade will be improved.

(h) Enhanced identification and assessment of substances for possible international control or inclusion in the limited international special surveillance list was evidenced by the 92 per cent rating of "satisfactory" by the Board concerning the availability of relevant data and information for the Board's own assessment of substances as required under the 1988 Convention. Efforts will be increased to raise the awareness of national authorities, particularly law enforcement authorities, of the need to record and inform the Board* of seizures of non-controlled substances at illicit drug manufacturing sites. The Board identified several chemicals that may be used by illicit trafficking organizations and will review the current situation regarding the substances for possible inclusion on the special surveillance list.

Secretariat of the Commission on Narcotic Drugs and the Legal Affairs Section

17.4 (a) The quality of advice and support provided to the International Narcotics Control Board was reflected in the feedback from members* stressing their satisfaction and appreciation for the timeliness and quality of the advice and support provided.

(b) Through assistance provided at the request of Governments, enhanced treaty adherence was achieved, as evidenced by three new ratifications of and two accessions to the Single Convention on Narcotic Drugs (1961),* bringing the number of States parties to 180; five accessions to the Convention on Psychotropic Substances (1971),* for a total of 179 States parties; and two ratifications of and eight accessions to the Convention against Illicit Traffic in Narcotic Drugs and Psychotropic Substances (1988),* with 179 States parties. At least 10 new Governments benefited from the technical assistance, compared to the target of 5.

(c) Assistance resulted in 91 States parties to the drug control conventions designating competent national authorities for mutual legal assistance, extradition and the fostering of cooperation to suppress illicit drug trafficking by sea, showing strengthened judicial cooperation among Governments. Currently there are over 400 entries for competent authorities under articles 6, 7 and 17 of the 1988 Convention, and 190 requests for additions or changes to the data stored were acted upon. Fifty-one international experts and eight international organizations enhanced their capacity on witness protection. Preparations were completed for the mutual legal assistance database to be accessible online, simplifying the communication flow and improving the timeliness of requests for such assistance.

(d) The availability to countries and relevant entities of updated legal information relevant to international drug control was enhanced by the addition of 124 national laws and regulations on drug control from 36 countries to the online legal library,* the number of visits to which increased from 90,000 to 337,000. The website offered legislation on drug control from more than 176 States parties in three languages (English, French and Spanish). The library will be enhanced by including related laws and linkages to other websites.

(e) Seven intersessional meetings and 13 meetings of the extended bureau were serviced, allowing the Commission on Narcotic Drugs* to recommend 4 resolutions to the General Assembly and 8 to the Economic and Social Council and to adopt 19 resolutions of its own covering drug control-related issues, attesting to the facilitation of decision-making and the provision of effective policy direction to the Commission by the secretariat in respect of normative and treaty-based functions, as well as the Commission's capacity as the governing body of the United Nations International Drug Control Programme. In a survey of the extended bureau of the Commission, 92 per cent of respondents rated the technical and substantive support provided by the secretariat as "excellent" or "very good".

(f) The strengthened ability of the Commission to fulfil its mandate to monitor the implementation by Member States of the action plans and measures adopted by the General Assembly at its twentieth special session on the world drug problem was evidenced by the fact that 78 per cent of respondents to the questionnaire administered to the extended bureau and the Commission as a whole rated the substantive support provided by the secretariat as "very good" or "excellent".

Subprogramme 3
Demand reduction: prevention and reduction of drug abuse, treatment and rehabilitation of drug abusers

17.5 (a) Assistance provided through 174 projects facilitated the adoption or enhancement of demand reduction strategies and programmes in 130 countries, 15

more than the target, which evidences the progress made in meeting the goals and targets for reducing the demand for drugs established in the Political Declaration adopted by the General Assembly at its twentieth special session and in the Declaration on the Guiding Principles of Drug Demand Reduction and its Action Plan. A review of records shows that 62 per cent of respondent countries increased the scope of their prevention efforts, 55 per cent enhanced treatment and rehabilitation and 70 per cent addressed negative health and social consequences of drug abuse. The areas for improvement are reducing negative health and social consequences and maintaining prevention, treatment and rehabilitation activities in regions where they lag.

(b) Technical cooperation and assistance facilitated the establishment of operational data collection systems for demand reduction in 136 Member States (against the target of 125), demonstrating the strengthening or establishment of new and existing data collection systems in the countries.

(c) Technical assistance allowed increased use of standardized and harmonized methodologies and key indicators, with the number of users of the key indicators increasing from 115 to 135 countries, surpassing the target of 125. Attention will be focused on regions that most require improvement in the development of drug information systems, especially in the area of treatment demand.

(d) Through technical assistance, 111 Member States adopted comprehensive demand reduction and HIV/AIDS prevention strategies and programmes, covering one or more aspects of demand reduction.* This was 16 more countries than the 95 targeted.

(e) Acceptance and use by Member States of the various guides produced on drug abuse, prevention and treatment issues was evidenced by 111 countries (16 more than the target) reporting having effective drug abuse prevention, treatment and HIV/AIDS prevention programmes* in place based on needs assessments and evaluation results. There has been significant progress in the establishment of mechanisms for monitoring drug abuse trends, especially in the area of treatment demand and school surveys.

Subprogramme 4
Supply reduction: elimination of illicit crops and suppression of illicit drug trafficking

17.6 (a) Through the provision of technical assistance, progress was made in meeting goals and targets established in the Political Declaration adopted by the General Assembly at its twentieth special session and the Action Plan on International Cooperation on the Eradication of Illicit Drug Crops and on Alternative Development,* as evidenced by the increase from 10 to 13 in the number of countries adopting strengthened national strategies to reduce and eliminate illicit cultivation, including comprehensive measures such as programmes in alternative development, law enforcement and eradication. An area for improvement is establishing a global partnership between development entities and national groups to make reducing the cultivation of illicit crops a cross-cutting issue.

(b) The publication and dissemination of four global trend reports to the Commission on Narcotic Drugs, as well as the dissemination of annual estimates on production, trafficking and consumption through the revamped *World Drug Report*,* which was downloaded 667,222 times, showed the increased availability to Member States, national and international organizations and other institutions of reliable and timely guidance, data, information and analysis relating to the supply reduction aspects of the illicit drug phenomenon, assisting them in identifying priorities in drug control measures. In collaboration with Governments, illicit cultivation surveys were completed in seven countries, in line with the target.*

(c) Assistance was provided to 90 countries, allowing them to incorporate the innovative approaches and best practices advocated by the United Nations International Drug Control Programme on law enforcement and alternative development. This is a significant increase from the 18 countries reached in the previous period. The border liaison office initiatives deployed in some South-East Asian countries have strengthened cross-border communication and cooperation in drug law enforcement. An area for improvement is addressing financial constraints that hinder the full realization of the potential of UNODC to assist Member States in mainstreaming alternative development into national development plans.

(d) Improved regional and international cooperation between Member States in the field of supply reduction was achieved, as demonstrated by the increase in the number of countries actively cooperating against illicit cultivation and trafficking from 87 to 92. Capacity was developed through support provided to the Central Asian Regional Information and Coordination Centre and the workshops for heads of national drug law enforcement agencies, among other activities.

(e) As a result of the support received, 37 countries established national plans or programmes to reduce or eliminate illicit crop cultivation and 80 countries reported cooperating in precursor control, including in the international operations "Purple," "Topaz" and "Prism," attesting to improved control of precursors and a reduction of the illicit cultivation of the coca bush, the cannabis plant and the opium poppy, in accordance with articles 14 and 19 of the Political Declaration.

17.7 (a) Progress made to meet the goals and targets established in the Political Declaration adopted at the twentieth special session of the General Assembly and the Action Plan against Illicit Manufacture, Trafficking and Abuse of Amphetamine-type Stimulants and Their Precursors* is evidenced by 112 countries (compared to 108 previously) reporting successful drug control actions, interdictions, arrests and seizures as a result of assistance provided through the global container programme, the exchange of operational information and the provision of law enforcement measures through the Paris Pact initiative. The automated donor assistance mechanism fostered coordination in offering and making available technical assistance.

(b) Improved capacity of national drug and precursor testing laboratories to support law enforcement activities in drug control was evidenced by requests from 295 drug-testing laboratories for UNODC technical information,* materials and guidelines, including 83 laboratories requesting reference standards, above the target of 200 laboratories. The dissemination of up-to-date methods and guidelines, such as through the publication of four new manuals, as well as technical materials and reference standards, has contributed to wider availability and improved quality of laboratory services. Feedback from laboratories has indicated a need for more

practical guidance on the use of analytical methods and procedures, especially in the context of good laboratory practices and quality systems.

(c) The number of drug and precursor kits* distributed increased from 570 to 750 as a result of requests by law enforcement authorities from 42 countries, including requests for more than 200 tailored kits, which contributed to increased detection and seizure of controlled substances. Storage and transportation difficulties with existing kits will be addressed.

(d) The capacity of Member States to implement anti-money-laundering measures in the areas of law enforcement, prosecution and the financial sector has increased through the provision of hands-on advice and assistance in the areas of anti-money-laundering and countering the financing of terrorism in 50 countries, in line with the target. The programme joined forces with 13 international and national bodies to enhance cooperation on money-laundering. Further details on performance in this area are provided in the report entitled "Evaluation of the Global Programme against Money-Laundering".*

Section 18
Economic and social development in Africa*

Highlights of programme results

Participants in the fourth African Development Forum* representing 53 countries established consensus on good governance practices and weaknesses in Africa and the measures needed to redress them. Some 190 coordination and cooperation initiatives and activities were carried out by the Economic Commission for Africa related to the support of the New Partnership for Africa's Development, gender, integration of transport issues into the Millennium Development Goals, regional integration, information technology and trade.

The capacity of 802 Government officials was strengthened in the areas of national and subregional development policy, bilateral and multilateral trade negotiations, energy, biosafety, intellectual property rights, metadata registry and other information and communication technology tools.

ECA assisted 28 Governments in formulating their national information and communication infrastructure policies and plans. The African Gender and Development Index* was used in 12 countries to determine gender disparities in the economic, social and political spheres and the level of women's empowerment.

The capacity of ECA member States to design, implement and monitor development policies and strategies that address the needs of the poor within the Millennium Development Goals and NEPAD priorities has increased, as evidenced by 9 African peer review country support missions, 2 country follow-up support missions and 3 review missions, which enabled 27 African countries to prepare their poverty reduction strategy papers.

Twenty-two countries have adopted improved national accounts systems.

Discussions were facilitated and measures adopted on the AIDS Programme Effort Index, which indicated that 39 African countries had established national AIDS councils and national strategic plans. ECA assistance was instrumental in the organization and implementation of the African preparatory meeting for the second phase of the World Summit on the Information Society, which was attended by over 1,000 representatives from the private sector, civil society, media and Government and international institutions. Thirty-two countries participated in the sub-Saharan Africa transport policy programme.

Further details of programme results are available in the annual reports for 2004* and 2005.*

* Further information is available online.

Challenges, obstacles and unmet goals

Strengthened assistance is needed for African countries to be able to manage their natural resources. Efforts to prevent duplication among developmental partners should be strengthened. Assistance in the formulation and implementation of sectoral information and communication technology policies in such areas as health, education, commerce and trade will be enhanced. A participatory approach, coupled with individual and institutional capacity-building, will advance the national information and communication infrastructure processes. The goal of digital libraries will be championed regionally to create a community of libraries. The OIOS inspection of programme and administrative management of the subregional offices of ECA (A/60/120 and Corr.1) provided recommendations for revitalizing the offices. Technical expertise and skills in gender analysis and gender mainstreaming at the country level must be enhanced.

Output implementation rate

The above-cited results are based on the implementation of 93 per cent of 354 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 18) and General Assembly resolution 58/270, annex I).

Executive direction and management

18.1 (a) The programme of work is effectively managed and supported by staff and financial resources, as evidenced by an implementation rate of 93 per cent of mandated outputs and the implementation of 33 additional outputs within existing resources. Most outputs not implemented were postponed or terminated owing to the unavailability of extrabudgetary resources. The average vacancy rate decreased from 15 to 9 per cent and the average recruitment time was reduced to 120 days.

(b) Emerging issues were brought to the attention of member States through the mutual review of development effectiveness in Africa,* tabled at the ECA Conference of Ministers, and the "Big Table" initiative on the stimulation of private investment in Africa, which brought together seven African finance and planning ministers, their counterparts from countries members of the Organization for Economic Cooperation and Development, representatives of UNDP, the African Union and the Bretton Woods institutions and eight private sector personalities from outside and within the region.

(c) Regular consultations between member States and the subregional offices* resulted in the timely deployment of operations. The research, seminars, workshops and conferences helped to create awareness of ECA programmes, although only 74 per cent of training requests were satisfied. Website traffic increased by over 40 per cent; 14,500 copies of the flagship *Economic Report on Africa* were downloaded. The ECA website is being redesigned, with priority given to content and debate.

(d) The doubling in the number of coordination initiatives and activities to 190 served to enhance policy coherence in the economic and social activities of the United Nations. As chief contributor to the African Peer Review Mechanism, ECA provided support to countries to assist them in preparing country reports for the African Peer Review panel and Forum and to the African Union. The fourth African Development Forum* helped to build consensus on governance practices and weaknesses in Africa and the measures needed to redress them, drawing on a major research study on governance practices in 28 countries.*

Subprogramme 1
Facilitating economic and social policy analysis

18.2 (a) The capacity of member States to design, implement and monitor development policies and strategies that address the needs of the poor within the Millennium Development Goals and NEPAD priorities was increased through the provision of technical assistance. ECA supported nine African peer review country support missions, two country follow-up support missions and three review missions organized by the African Peer Review secretariat, which enabled 27 African countries to prepare their poverty reduction strategy papers, 7 more than the target of 20.

(b) The provision of advice on how to improve macroeconomic policies through the *Economic Report on Africa** and the substantive discussions and servicing of the annual Conference of African Ministers of Finance, Planning and Economic Development contributed to member States better understanding of economic trends and developments in the regional and global economy. Data collected shows at least 39 citations of the *Report** in national and international journals* and newspapers.* The report was downloaded 17,121 times within the four-month period following its publication. Consequently, the number of countries showing improvement in their economic policy and sustainable development indices increased from 15 to 31.

(c) Training and technical assistance focusing on international merchandise trade statistics, foreign direct investment statistics, the compilation of national accounts and the organization and management of national statistical offices contributed to the adoption by 22 countries of improved national accounts systems, attesting to their improved understanding of capacity gaps and constraints and the application of effective policymaking in the area of statistics. The relatively slow process of adoption, illustrated by the failure to meet the target of 40 countries, is due mainly to such institutional issues as the unavailability and poor quality of data. Survey results showed that African countries also rely on ECA in developing national strategies for the collection of statistics, particularly its support for the Advisory Board on Statistics in Africa and the annual Forum on African Statistical Development. Collaboration with such partners as the Partnership in Statistics for Development in the Twenty-First Century, the African Development Bank, the World Bank, ECOWAS and the Statistics Division of the Department of Economic and Social Affairs, as well as with other regional and subregional partners, needs to be consolidated.

(d) The ability of member States to confront challenges posed by pandemic diseases was enhanced through the dissemination of information and publications related to HIV/AIDS and malaria, such as *Scoring African Leadership for Better*

*Health** and "Enhancing Health Systems: Malaria's Negative Impact in Africa". This facilitated discussions and the adoption of measures resulting in improvements in the AIDS Programme Effort Index, which indicated that 39 African countries had established national AIDS councils and national strategic plans. Better evaluation mechanisms are needed to capture reliable data on the effect and use of publications.

(e) Advice provided to member States on financial systems and the mobilization of resources, capital flows and current account sustainability contributed to increasing the mobilization of resources for Africa's development and improving debt management, as evidenced by a 15 per cent increase in financial flows to Africa compared to the target of 10 per cent. The capacity of practitioners and regulators in the West and North African subregions was enhanced regarding capital market issues. Feedback from stakeholders attested to the relevance and usefulness of the assistance provided.*

(f) Technical assistance to Ethiopia, Mozambique, Rwanda, the Sudan and Uganda enhanced their institutional capacity for economic management and increased the awareness of parliamentarians, Government officials, media and civil society organizations on the African Peer Review Mechanism process and NEPAD, the development of poverty reduction strategy papers and the impact of HIV/AIDS on industrial output and sustainable livelihoods. In fostering partnerships with funding agencies, the aim will be to strengthen technical and material support to prepare for the review of the least developed countries in 2006.

Subprogramme 2
Fostering sustainable development

18.3 (a) The dissemination of information and publications on the dimensions of sustainable development has contributed to increased awareness on the part of policymakers, as evidenced by an average of 4,000 monthly visits to the ECA Science and Technology Network webpage.* Other web sources consulted were the Africa Water Information Clearing House* and Population Information Africa.* A survey of national and international media found references to work published by the subprogramme in mass media. The 10-year regional review of the implementation of the Programme of Action of the International Conference on Population and Development* showed evidence of increased awareness.

(b) More than 90 technical assistance missions enhanced the capacity of member States for designing and implementing policies, strategies and programmes that integrate the nexus issues of sustainable development. Through the support provided, African green revolution design teams have emerged in Uganda and the United Republic of Tanzania using elements of the ECA manual.* Media reports reflect that African green revolution concepts are being incorporated into policies for the sustainable modernization of agriculture and rural transformation in Angola, Ethiopia, Kenya, South Africa, Uganda and Zambia. Assistance was also provided in system reviews and/or restructuring in Ghana, Nigeria, Rwanda and South Africa and on the development of a draft resolution for the creation of a global electronic network on making science and technology work for the poor. Capacity-building programmes on management of biosafety and intellectual property rights benefited 98 Government representatives.

(c) ECA assistance contributed to the effective incorporation by African countries of the interrelated issues of food security, population, environment and

human settlements into sustainable development policies. A survey of member countries indicated that 40 had adopted policies, strategies and measures integrating those issues into national policies and 33 had made institutional arrangements to monitor and assess the linkages between population, agriculture and the environment and their impact on sustainable development.* Results from the survey also showed that most countries had established national councils for sustainable development. Stronger collaboration between ECA divisions and subregional offices is needed to ensure success in this area.

(d) The capacity of member States and cooperation at the subregional level for effective policy formulation and programme development for the exploitation of mineral and energy resources and effective management and utilization of water resources were increased, raising the awareness of 43 high-level policymakers from ministries for mines and finance of 13 African countries on integrated resources planning and the potential of minerals in supporting economic development. Support was provided to nine countries to improve their policies on small-scale mining. Representatives of 45 power utilities from 30 countries also participated in regional capacity-building programmes on energy. In support of increasing power generation and improving energy access, technical and policy guidance was provided to 20 countries. Continuous collaboration with the inter-ministerial units of ECOWAS, the African Development Bank and national institutions facilitated the development of the African water development reporting process.

Subprogramme 3
Strengthening development management

18.4 (a) Twenty-three countries acceded to the African Peer Review Mechanism, demonstrating the political will and commitment to self-monitoring and review of progress towards good governance, practices, codes and standards for monitoring governance. Ghana, Kenya, Mauritius and Rwanda have completed their country self-assessments and four other countries are currently completing theirs with the assistance of ECA. The symposiums on civil society and governance and on youth and governance and the fourth African Development Forum* culminated in the adoption by 53 countries and 3 regional economic communities of a consensus statement,* which enumerated and endorsed several codes, standards and best practices for enhancing good governance in Africa.

(b) Discussions in the fourth African Development Forum* and the analysis of a synopsis document led to the adoption by all 53 African countries of a plan of action, providing concrete guidelines for strengthening the effective, transparent and accountable discharge of responsibility by public servants in the delivery of public services. This declaration established the basis for improvement in accountability and transparency in public sector management. Workshops on ethics and professionalism in African public service contributed to the consensus reached by 40 public servants and policymakers from 10 countries on the Charter for the Public Service in Africa and the adoption of a training module for enhancing ethics and professionalism within the public service in Africa.

(c) The Guidelines for Enhancing Good Economic and Corporate Governance in Africa* were recognized in 23 African countries as the leading reference document for developing codes and standards on good economic and corporate governance under the African Peer Review Mechanism. A survey showed

that eight African countries used the guidelines in their country self-assessment process. Further improvement is needed in defining more effective systems to track, monitor and assess results and in collecting and processing hard data to share with stakeholders.

(d) A total of 67 senior-level officials representing 20 Governments, 5 private sector institutions, 12 civil society organizations, 11 United Nations agencies, the African Union and the African Development Bank attending the third intergovernmental meeting of the Committee on Human Development and Civil Society adopted a consensus statement and policy recommendations for mainstreaming the participation of stakeholders, including private sector operators and civil society organizations, in the national budgeting process for the provision of water and sanitation services and in the African Peer Review Mechanism.

Subprogramme 4
Harnessing information for development

18.5 (a) Capacities to formulate, coordinate and implement information policies and strategies were improved at the national and regional levels as a result of technical advisory services that assisted 28 Governments to formulate their national information and communication infrastructure policies and plans, 3 more than the 25 targeted. Assistance provided to regional economic communities allowed five of them to prepare, adjust and implement sectoral policies and plans on e-commerce, two more than the target. Capacity-building programmes on developing systems to track and monitor progress, development and the impact of information and communication technology tools in Government led to at least five more requests for training and contributed to increasing the number of countries participating in the Scan-ICT initiative from two to nine. In the future, ECA will focus on assisting in the formulation and implementation of sectoral information and communication technology policies in such areas as health, education, commerce and trade.

(b) Five workshops on the use of metadata contributed to the increased availability and more efficient utilization of information and knowledge resources and networks in support of Africa's development. This was demonstrated by 11 countries formalizing mechanisms for creating and maintaining metadata collections and 8 countries indicating that the metadata service was being created. A total of 17 countries participated in the active broad-based coordinating bodies for information resource collection and management, 2 more than the target. Training was provided for 35 depository librarians from English-speaking Africa. At least 19 outreach resources, products and services were distributed, promoting the importance and use of information and knowledge resources through exhibitions that reached at least 60 participants from 16 countries.

(c) ECA assistance was instrumental in the organization and implementation of the African preparatory meeting for the second phase of the World Summit on the Information Society,* attended by over 1,000 representatives. The conference strengthened collaboration and networking for the more efficient use and sharing of information. In this process, 47 partnerships and networks were established and expanded, compared to the target of 13.

(d) With assistance provided by ECA, six countries formally established a National Spatial Data Infrastructure framework and three reported that the Government had endorsed the concept. This indicates that 28 per cent of African

countries have developed geographic information policies and standards, 20 per cent over the target of 8 per cent, which attests to their strengthened capacity to apply geographic information systems to various sectors of the economy. Metadata training workshops were organized in the five ECA subregions, providing capacity-building for 142 Government representatives, 20 per cent of whom were women, on creating and maintaining metadata records. Also, an online discussion forum* with more than 200 registered users from 27 countries was launched to continue dialogue and facilitate access to and sharing of information.

Subprogramme 5
Promoting regional cooperation and integration

18.6 (a) The capacity of African countries for mainstreaming trade in national and subregional development policies and for effective participation in bilateral and multilateral trade negotiations, including the attainment of fruitful results from the ongoing Doha Round of trade negotiations and economic partnership agreements, was increased through a series of group training and expert group meetings that enhanced the capacity of 482 Government officials and through the distribution of 28 non-recurrent publications. As a result, the participation of Africa in multilateral trade negotiations became more dynamic and effective, and the number of proposals for the World Trade Organization made by the Group of African States in Geneva on various issues, such as market access for agricultural products, trade preference, trade facilitation, dispute settlement and trade-related aspects of intellectual property rights, increased from 3 to 16.

(b) Through its flagship publication entitled, *Assessment of Regional Integration in Africa*,* ECA disseminated proposals and scenarios and promoted the participation of and discussion among regional economic communities, Government officials and academia to contribute to future decisions on the streamlining and rationalization of regional economic communities, which is critical for the full integration of the continent. Survey results and an in-depth analysis of follow-up on the discussions suggested that the publication directly resulted in at least five cases of successful dialogue among major stakeholders.

(c) Meetings and publications* aimed at strengthening and deepening regional integration and mainstreaming trade in Africa benefited national policymakers and their civil society partners. As a result, member States have established national institutions and policies to mainstream regional integration and interregional trade into their national structure and development strategy: 32 per cent of African countries have established a ministry of regional integration and 25 have adopted regional integration policies as a key for their development strategies.

(d) The capacity of member States to develop effective sector policies for regional integration was enhanced through technical cooperation that led to the adoption of transport targets and indicators by African Governments and through the participation of 32 countries in the Sub-Saharan Africa Transport Policy Programme.* This represents an 88 per cent increase over the target of 25 countries.

(e) A book and eight papers on financing mechanisms for regional integration covering progress, a comprehensive analysis for a strategic approach and practical policy recommendations for all subregions were widely disseminated to decision makers. This led to discussions on the issue and resulted in at least five cases of successful policy dialogue among stakeholders on modalities for sustaining

the funding of regional integration in Africa, attesting to the promotion of dialogue by regional institutions on viable continental financing mechanisms for regional integration.

Subprogramme 6
Promoting the advancement of women

18.7 (a) Increased reporting to intergovernmental bodies by member States on gender inequality was achieved through the use of the African Gender and Development Index.* Twelve countries improved their reporting for the 10-year review of the Beijing Declaration and Platform for Action. Training of ministries on the use of the index increased capacity and understanding with respect to tracking progress towards gender equality. The lack of sex-disaggregated data calls for more in-depth analysis of survey and census data in Africa and increasing support to make future enhancements to the system, as well as advocacy programmes to educate the staff of national statistical bureaus on the importance of collecting sex-disaggregated data.

(b) Monitoring and evaluation tools and intensive training provided by ECA enabled 47 countries to report on their performance in meeting the targets in the Beijing Platform for Action and to contribute to the document entitled "Outcome and way forward" (E/ECA/CM.37/5), thus providing the African common position to accelerate gender equality in the next decade. More than 15 positive assessments were received from member countries on the assistance provided to improve the monitoring and evaluation of the results of implementation of the Dakar and Beijing Platforms for Action.

(c) Awareness-raising activities resulted in the recognition by four countries of the contribution of women's non-market work in national economies and of the need to collect such data. Djibouti subsequently requested support to undertake a time-use survey to measure and integrate women's work in the non-market economy into national accounts and national budgets. The development of tools and methodologies in new areas, such as measuring time use, women's work and non-market work, is a long and time-consuming process.

(d) The awareness and capacity of 85 statisticians, national accountants and gender experts from 26 countries to integrate the national economy into policy planning and resource allocation were increased. Feedback from participants in the three subregional workshops indicated that they had increased their understanding and awareness of the importance of integrating women's non-market work. An easy reference guidebook* for mainstreaming gender into national accounts and budgets is being used by countries in the five subregions.

(e) Increased awareness of the importance of evaluating the effectiveness of national policies and strategies on women's welfare, economic growth and poverty reduction was achieved through the dissemination of a gender-awareness macroeconomic model. The model further built capacity within the South African national treasury to make fiscal policy adjustments to account for women's non-market work, thus providing prospects for replication in other countries, but the number of countries using gender-awareness models fell short of the target of six. Adjustment of plans for cross-sectoral consultation has to be done within realistic time frames. Less ambitious targets will be selected when introducing new tools that might take some time to be adopted and used.

(f) Greater awareness of the need to mainstream a gender perspective in national development policies and programmes was achieved, as evidenced by the increase in the threshold of women in decision-making roles, which rose from 30 per cent to 50 per cent. With the assistance provided, 20 gender policy frameworks and sectoral gender policies were developed and implemented by member States and intergovernmental organizations, including SADC and the Ugandan justice, law and order sector, which is now developing a gender policy. Through awareness-raising and support, ECOWAS ministers of women's affairs adopted a note on an interministerial committee for gender and subregional integration; a note on a council of women for peace; and a draft resolution of the ECOWAS heads of State on the implementation of the declaration on gender equality in Africa. Strategies for raising awareness on gender equality need to be tailor-made to the specific social and economic context of each member State.

Subprogramme 7
Supporting subregional activities for development

18.8 (a) Member countries established at least nine common policy measures and institutional arrangements in the subregions on mining standards, legislative and regulatory frameworks, emerging challenges such as poverty reduction strategies, policy responses to multilateral trade negotiations under the World Trade Organization and integration through cooperation with regional economic communities such as ECOWAS, SADC, the Arab Maghreb Union (UMA) and the West African Economic and Monetary Union (UEMOA). Four of the eleven member States in Southern Africa are now using manuals endorsed by SADC at the road safety workshop organized by the subregional office for Southern Africa. The subregional office for Central Africa has contributed to enhancing the capacity of the Economic Community of Central African States (ECCAS) to finance its programme through the adoption of a self-financing mechanism. Regional advisory services promoted subregional dialogue within the context of the Great Lakes international conferences in East Africa, while facilitating the completion by ECOWAS of its common agricultural policy framework and the framework for regional infrastructure development, the adoption by UEMOA of a common economic programme and a common investment code in West Africa, and, in North Africa, decisions of UMA countries to agree on a common position regarding e-commerce. Consensus was also reached by those countries on strategic recommendations to mitigate the end of the World Trade Organization Multifibre Arrangement. Continuous collaboration and cooperation were evidenced by the subregional review meetings on the implementation of the Beijing Platform for Action, HIV/AIDS and World Trade Organization economic partnerships and the promotion of continuous dialogue and knowledge-sharing with member States through the organization of the annual intergovernmental committee of experts meetings in all five subregions, including the use of a database of experts in governance for the organization and implementation of the fourth African Development Forum. This shows the enhanced capacity of member States to formulate and harmonize macroeconomic and sectoral development policies at the national and subregional levels, particularly in the areas of trade, infrastructure and human development including gender mainstreaming, agriculture, food security and the environment. In line with the OIOS inspection (A/60/120), the role of the subregional offices will be enhanced through more focused programming of their activities, the creative dissemination of information and greater use of electronic

means of horizontal and vertical coordination, as well as improved coordination and cooperation with other United Nations agencies to enhance the impact and substantive quality of activities and to enable the subregional offices to provide consistent policy advice and to fulfil their function as the operational arms of ECA.

(b) The regional economic communities benefited from 15 technical missions aimed at strengthening their institutional capacity to coordinate the implementation of and monitor intercountry priority programmes under NEPAD. ECA contributed to the adoption of the manuals on road safety used in SADC countries, the adoption of the regional indicative strategic development plan as an instrument for implementing NEPAD, a road map for the establishment of a customs union by the Common Market for Eastern and Southern Africa (COMESA) and the adoption of policy reforms and provided assistance to COMESA in developing a gender policy. As a result of the assistance provided by ECA, the Development Bank for Central African States (BDEAC) signed an agreement with ECCAS to extend its role as a financial institution to its member States, a follow-up committee on the implementation of a consensual plan for the development of transport infrastructure in Central Africa was established, the capacity of ECCAS, the Central African Economic and Monetary Community and BDEAC to negotiate agreements with international financial institutions to fund projects based on prioritization was strengthened, a UMA statistical database was established and two UMA seminars on information and communication technology and e-commerce were organized and serviced. This represents at least five regional economic communities implementing and adopting plans based on advice of subregional offices, in line with the target. The capacity of regional economic communities to implement NEPAD will be strengthened by means of follow-up mechanisms to monitor the recommendations of meetings and seminars. In line with the inspection report (A/60/120 and Corr.1), coordination of and support for the regional economic communities will be strengthened through enhanced visibility and outreach and the exchange of best practices and expertise within the subregional offices.

Subprogramme 8
Development planning and administration

18.9 (a) A total of 229 officials (compared to 118 previously) from regional organizations as well as the private sector were trained through a master's programme in economic policy and management and through short-term courses on regional economic integration, applied econometrics, debt management and agricultural policy, attesting to enhanced capacity in the formulation and implementation of development policies and economic management in the public service. Follow-up surveys indicate that trainees subsequently demonstrated expertise and ability in formulating development policies and programmes within their respective institutions. Information received from stakeholders indicates that short-term and tailor-made courses were more attractive than long-term institutional ones.

Section 19
Economic and social development in Asia and the Pacific*

Highlights of programme results

In the area of poverty reduction, the second regional Millennium Development Goal report* provided Government policymakers and other development stakeholders with the most comprehensive and up-to-date assessment of the region's progress towards the Millennium Development Goals. The community-based social safety net model developed by ESCAP has been adopted and tested in five countries of the region. The Pacific urban agenda was provided with a framework to address key poverty issues that arise from the increasing urbanization of Pacific island economies. Together with partners, a model set of questions for collecting data based on the new functional classification of disability was developed, which will lead to the harmonization of statistics on demographic characteristics and living conditions of disabled persons that previously were not comparable between countries.

In managing globalization, the Intergovernmental Agreement on the Asian Highway Network came into force and was signed by 28 countries. A draft intergovernmental agreement on the trans-Asian railway network was finalized. A study by the secretariat led to a protocol to the Greater Mekong Subregion Cross-border Transport Agreement that has now been signed by all six countries in the subregion. A strategy and action plan for the integrated international transport and logistics system for North-East Asia was adopted.

The Asia-Pacific Trade Agreement concluded its third round of negotiations. In the area of disaster management, ESCAP established a trust fund for tsunami early warning arrangements in the Indian Ocean and South-East Asia. The Ministerial Conference on Environment and Development adopted the Declaration on Environment and Development in Asia and the Pacific, 2005 and the Regional Implementation Plan for Sustainable Development in Asia and the Pacific, 2006-2010. Subregional and regional conferences in preparation for the Tunis phase of the World Summit on the Information Society focused on the implementation of the Geneva Plan of Action through the development of a regional action plan and financing mechanisms for information and communication technology for development.

Regarding social issues, 10 Government agencies and civil society organizations benefited from technical assistance in planning and implementing community-based life skills and peer education programmes for the prevention of HIV/AIDS and drug use among young people. Training was provided to more than 1,000 youth peer educators, who subsequently reached out to over 30,000 young people and community members. Four countries began to develop community-based treatment and care services for young drug users. Fifteen Governments either adopted or were in the process of developing national action plans

* Further information is available online.

on disability. ESCAP reviewed the trends of international labour migration in the region with subsequent incorporation into national policymaking and planning.

Further details of programme results are available in the following documents: ESCAP annual report (April 2004-May 2005; E/ESCAP/1359) and ESCAP programme performance report for 2004-2005.*

Challenges, obstacles and unmet goals

While the availability of Millennium Development Goal data has improved, quality data for many regional indicators is still insufficient. A related but broader challenge is to create and sustain the capacity in all countries/areas to conduct regular and integrated data collection, with censuses, economic and social surveys and registers as main sources. The capacities in data analysis and use of indicators for evidence-based planning also need improvement.

Programme implementation in Central Asian and Pacific island countries suffered from slow communication. Slow progress towards the elimination of gender-based discrimination hindered progress towards some of the Millennium Development Goals.

Training materials need to be further adapted to the local training environment. There is a need to build stronger links between researchers, policymakers and the private sector. There is a need to develop appropriate mechanisms for monitoring and evaluating commitments to action plans.

Output implementation rate

The above-cited results are based on the implementation of 96 per cent of 966 mandated, quantifiable outputs.

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 19) and General Assembly resolution 58/270, annex I).

Executive direction and management

19.1 (a) Effective management of the programme of work was evidenced by the 95 per cent delivery rate of mandated outputs and the average vacancy rate of 2.9 per cent. More effort is required on the part of the secretariat to strengthen expertise in delivering technical assistance to landlocked Central Asian countries and overcoming communication constraints. The requisite improvements include better planning to allow for longer lead time for the completion of necessary procedures, participatory processes involving diverse stakeholders and more frequent contact with country-level counterparts. To maintain reductions in the time taken for staff selection, programme managers who are new to secretariat recruitment procedures will need to be given proper training, including on Galaxy-

related processes. The pilot Business Process Re-engineering endeavour could be extended to the work of operational divisions to enhance the impact of programme delivery.*

(b) A total of 19 Commission resolutions were adopted, providing new mandates relevant to the identification of emerging issues that require attention by member countries and ESCAP. Targeted advocacy and technical assistance on addressing emerging issues will require more resources to ensure the availability of information and communication options in national and local languages. Country-level/civil society constraints to finalizing letters of agreement in accordance with secretariat procedures and time frames need to be better understood and more sensitively responded to by the secretariat.*

(c) To enhance policy coherence in the management of the economic and social activities of the United Nations in Asia and the Pacific, a major first achieved during the biennium was the collaborative endeavour of ESCAP, UNDP and the Asian Development Bank towards the issuance of the second regional progress report on the Millennium Development Goals entitled *A Future Within Reach: Reshaping Institutions in a Region of Disparities to Meet the Millennium Development Goals in Asia and the Pacific* (ST/ESCAP/2376) on the eve of the 2005 World Summit, together with a film on Millennium Development Goal progress in the region. The regional coordination meeting was conducted with the participation of 26 agencies to provide a sharper focus on regional issues. To sustain the success achieved in addressing the many challenges of inter-agency coordination and cooperation, proper planning, budgeting of staff resources and staff coaching are required so that wider institutional capacity is built up over time.*

(d) Mobilization and coordination of efforts to implement the Programme of Action for the Least Developed Countries for the Decade 2001-2010, the Global Framework for Transit Transport Cooperation between Landlocked and Transit Developing Countries and the Donor Community, and the Programme of Action for the Sustainable Development of Small Island Developing States was evidenced by the seventh session of the Special Body on Least Developed and Landlocked Developing States. The meeting was attended by 14 high-level delegates and made recommendations to ensure that the countries were able to achieve the Millennium Development Goals by 2015. The secretariat published the first regional report entitled "Voices of the Least Developed Countries of Asia and the Pacific: achieving the MDGs through a global partnership".* Some of the proposals in the report regarding the concerns of least developed countries, landlocked developing countries and small island developing States were incorporated in the Jakarta Ministerial Declaration on MDGs in Asia and the Pacific.*

(e) Increased public awareness of the role of ESCAP in Asia and the Pacific in pursuing priority and emerging issues was addressed through advance announcements, simultaneous coverage and follow-up reports on ESCAP events. Among the tools used to reach the public is the ESCAP website,* which serves as a repository of updated and archival information, press conferences, briefings, interviews, panel discussions and forums, as well as tours and briefings for journalists, editors, students, Government officials, academics and NGO representatives. Surveys were held simultaneously in 16 countries in the region and in 2 countries outside the region. The audience profile, media format and

presentation strategies need to be constantly updated and refined to keep media interest alive.*

Subprogramme 1
Poverty and development

19.2 (a) The analytical and operational activities undertaken contributed to an increased priority accorded to poverty eradication policies, with due attention to gender dimensions of poverty, at the national and local levels. Recurrent ESCAP publications, such as *Economic and Social Survey of Asia and the Pacific*,* *Bulletin on Asia-Pacific Perspectives*,* *Asia-Pacific Development Journal** and development papers, provided Government policymakers and other development stakeholders with in-depth analysis and policy recommendations on the eradication of extreme poverty and hunger and for achieving the Millennium Development Goals. The second regional Millennium Development Goal report disseminated key policy messages to target audiences engaged in policy reform and capacity-building at the national level. In addition, technical cooperation assisted member countries in raising awareness on the management of external resources as a financing strategy for sustainable development and poverty eradication. Preparations for national workshops in developing countries often require a long lead time to complete the necessary procedures, so early and frequent contacts with the concerned government officials are needed for timely preparation for a workshop.*

(b) More effective planning and implementation of poverty eradication programmes at the national and local levels was supported in member countries through incorporated approaches and methodologies for poverty reduction to improve the quality of life of their citizens. For example, Jogyakarta (Indonesia) and Danang (Viet Nam) have adopted the community-based social safety net model developed by ESCAP under the Human Dignity Initiative. Qui Nhon (Viet Nam) and Matale (Sri Lanka) have adopted a community-based solid waste management system from Dhaka. Pilot projects to replicate the new community movement (Saemaul Undong) approach to rural development used in the Republic of Korea were completed in the two other countries. ESCAP and the provincial and local governments of Battambang in Cambodia replicated a rural-urban linkage approach in income generation from Indonesia and the Philippines. ESCAP is transferring lessons learned in Bangkok and Phnom Penh in the improvement of poor urban communities to Battambang. In Mongolia, with the support of ESCAP, community-based savings and loan schemes were established in poor urban communities.* Pilot projects with innovative approaches to development, in particular community-driven development, require more time for implementation than was anticipated in the project design.*

Subprogramme 2
Statistics

19.3 (a) More effective generation and dissemination of data on poverty and other Millennium Development Goal areas and economic and social development, including sex-disaggregated and gender-specific data, was demonstrated by regional and associate members of ESCAP providing more data series (19 per cent more than the previous biennium) and data values (33 per cent more) for Millennium Development Goal indicators. The regional Millennium Development Goal indicators database* supported the drafting of the second regional MDG report. A

dedicated survey conducted among key national counterparts at the end of the biennium indicated that the technical meetings organized had contributed significantly to the improvement of national statistical capacity. Regional priorities were defined for the 2010 round of censuses and provided feedback to the 2010 World Programme on Population and Housing Censuses and the region's inputs into the revision and updating of the United Nations Principles and Recommendations for Population and Housing Censuses. The development of statistics on the size, composition and contribution of informal employment to the economic growth was a key outcome of several advisory missions on economic statistics. Data reviews, including the one carried out by ESCAP for the regional Millennium Development Goal report, and feedback received have highlighted discrepancies between the global Millennium Development Goal indicator data and that held by national statistical offices. The Expert Group Meeting on Affordable Technologies for Disseminating Official Statistics* highlighted free or low-cost software solutions in implementing a dissemination strategy for countries in the region.*

(b) As a result of the subprogramme's efforts to increase priority to the use of internationally recognized statistical standards and principles, national statistical systems are able to produce more coherent data for national and international users. Two countries graduated during 2004 and 2005 from the General Data Dissemination System* to the Special Data Dissemination Standard,* and four new countries subscribed to the former. Participants in the workshop on measurement of the non-observed economy* reached a better understanding of new methodologies, and the workshop to implement the United Nations Handbook on non-profit institutions in the system of national accounts in Asia* introduced recommendations to 15 countries aimed at giving a greater economic visibility to the role of non-profit institutions, thereby enabling policymakers to formulate better policies for the sector.*

Subprogramme 3
Trade and investment

19.4 (a) In support of more effective policies and programmes by Governments and the private sector for increasing: (a) trade and investment; and (b) enterprise development, including its gender dimensions, ESCAP launched the Asia-Pacific Research and Training Network on Trade* in collaboration with research institutions from 10 member countries. The integration of ESCAP members and associate members into regional and global trade flows was further strengthened through the revitalization of the Bangkok Agreement. Following the first session of its Ministerial Council, it was renamed the Asia-Pacific Trade Agreement, in line with its region-wide membership. Furthermore, the third round of negotiations was concluded, with an additional product coverage of 3,024 items, while the average margin of preference was expanded by 7.4 per cent (29.5 per cent for least developed countries). The Expert Conference on Harmonized Development of e-Commerce Legal Systems attracted wide interest and participation, and a survey of Government officials conducted one year later indicated that they had taken subsequent concrete actions. Five countries reported the adoption of e-commerce-related laws, and other countries were in the process of drafting such legislation. In the area of trade information, countries now have access to more comprehensive information through a Trade Information System gateway, the online publication of 13 information source briefs on selected topics, as well as the release of the first two

issues of the new ESCAP Asia-Pacific Trade and Investment Review.* The Asia-Pacific Business Forum* fostered public-private sector discussions with an improved gender balance among the speakers compared to the 2004 Forum. Indicators that are more directly related to specific activities of ESCAP in the field need to be developed in the future.*

(b) More than 900 people were trained in issues related to regional and multilateral trade and investment agreements and mechanisms, including under the World Trade Organization-ESCAP technical assistance programme. The participation of women varied, ranging from 10 per cent for the national seminar on the World Trade Organization in Pakistan to an average of 38.7 per cent for the overall World Trade Organization-ESCAP technical assistance programme. Feedback from participants continued to be positive, with 88 per cent of respondents to end-of-workshop questionnaires indicating that the activity had probably or definitely increased the negotiating capacity of their agency. During the reporting period, 24 ESCAP member countries either acceded to the World Trade Organization or were at various stages of negotiating their relationship with it.*

Subprogramme 4
Transport and tourism

19.5 (a) More effective policies and programmes by Governments, civil society and the private sector to enhance: (a) transport logistics and public-private partnerships in transport; and (b) the social and environmental aspects of transport and tourism were achieved by North-East Asian countries adopting a common strategy and action plan on developing an integrated subregional transport network based on a study prepared by ESCAP. National workshops to promote implementation of the subregional plan at the national level resulted in the re-establishment by Mongolia of its national trade and transport facilitation committee. At workshops held in Bangladesh, the Philippines and Thailand, chief executive officers of national public-private partnership units endorsed the training materials on legal and financial aspects of public-private partnership. Eighteen countries reported on activities under the Plan of Action for Sustainable Tourism Development,* showing that policymakers now placed greater emphasis on poverty reduction and sustainability in their tourism programmes. The Network of Asia-Pacific Education and Training Institutes in Tourism* continued to promote training exchanges between its member institutes, which increased from 168 to 211 over the biennium. With regard to training materials, an important lesson learned was that in many cases they needed to be further adapted to the local training environment. It was also necessary for the secretariat to actively communicate and follow up with individual member States on progress under the various initiatives.*

(b) The Intergovernmental Agreement on the Asian Highway Network* came into force on 4 July 2005, thus improving implementation and decision-making on agreements related to regional transport networks and cross-border and transit transport. Twenty-eight countries signed the Agreement. Relevant evaluation outlined the way ahead on the highway.* A draft Intergovernmental Agreement on the Trans-Asian Railway Network* was finalized and will be presented to the Commission at its sixty-second session for adoption. A study prepared by the secretariat formed the basis of a protocol to the Greater Mekong Subregion Cross-border Transport Agreement, which has now been signed by all six countries in the subregion. The main lesson learned from work on intergovernmental agreements is

the need for sufficient time and resources to support negotiations, especially owing to the complexity of procedures within Governments to review and approve such agreements and the need for materials to be prepared in the relevant United Nations languages.*

Subprogramme 5
Environment and sustainable development

19.6 (a) To attain more effective policies and programmes by Governments, civil society and the private sector for enhancing: (a) environmental management; (b) water resource management; and (c) energy resource management, 52 member and associate member countries endorsed the "Green Growth"* concept recently developed by ESCAP at the Ministerial Conference on Environment and Development, which adopted the Declaration and the Regional Implementation Plan for 2006-2010. Through close collaboration with national and local-level authorities and relevant private sector entities, ESCAP implemented three pilot projects to apply a public-private-community partnership model to the provision of energy and water services at the community level and to the development of a biodiversity park. Aiming to promote energy cooperation, the intergovernmental collaborative mechanism on energy cooperation in North-East Asia was established. Urban environmental policies and good practices, including measures to mitigate air pollution from point sources, were promoted through networks, information exchange, feasibility studies and pilot projects in North-East Asian member countries. National training workshops on the development of national strategies for integrating rural development and energy policies and plans were conducted in seven countries.*

(b) Improved national capacity for decision-making and participation in subregional, regional and global environmental and sustainable development agreements and other initiatives for transboundary cooperation was evidenced by the outcomes of the Ministerial Conference on Environment and Development* and was fostered by the implementation of several projects as part of the North-East Asian Subregional Programme for Environmental Cooperation.* The quality of regional analysis benefits from collaboration with other United Nations organizations in the conceptualization, preparation and review phases. The establishment and maintenance of a harmonized system of data collection is a complex task and requires broader involvement of experts and practitioners, as well as further on-the-job training at the national level.* The Ministerial Conference recognized that environmentally sustainable economic growth could contribute to simultaneously reducing poverty and protecting the environment. In this regard, ESCAP member States expressed their interest in the regional and subregional cooperation activities that will be carried out as a follow-up to the Conference. It was recognized that follow-up actions are required to implement the Intergovernmental Collaborative Mechanism on Energy Cooperation in North-East Asia.*

Subprogramme 6
Information, communication and space technology

19.7 (a) To increase the emphasis in national policies and regulatory frameworks accorded to: (a) the application of information, communication and space technology; and (b) access to information, communication and space technology,

including its gender dimensions, ESCAP assisted countries of the region through capacity-building in developing enabling information, communication and space technology policy and legislative and regulatory frameworks. Assistance included regional and subregional training workshops on enabling policies and regulatory frameworks for information and communication technology development in the Asia-Pacific region; information technology-enabling legal frameworks for the Greater Mekong subregion; promotion of international management standards for information and communication technology development; and strengthening institutional capacity for protection of intellectual property rights to promote investment and transfer of technology, with special emphasis on information and communication technology. Technical advisory services were provided on information and communication technology policy and strategy to 11 countries.*

(b) In order to improve the application and promotion of information, communication and space technology by Governments and stakeholders in planning and implementing socio-economic development policies and programmes, over 715 Government officials, of whom 15 per cent were women from 37 developing countries in the region, participated in relevant ESCAP-sponsored thematic workshops and training activities. The high cost of software, a problem faced by many countries in the region, was addressed by promoting the use of freely available open-source software for knowledge management. To build capacity in information, communication and space technology applications, six regional meetings/training workshops were organized: three on e-government, one on e-learning, and two on e-business.* To provide dynamic content delivery and to promote the use of the ESCAP website as a collaborative platform, the ASP.NET platform was adopted, online discussion forums were expanded and a regional advisers database* was developed as part of the knowledge management initiative of ESCAP.*

Subprogramme 7
Social development, including emerging social issues

19.8 (a) Ten countries were supported in improving their policies, legislation or national plans of action to address issues concerning gender equality, health, population, ageing and disability, thus indicating increased priority accorded to emerging social development issues mainstreamed into policies and programmes of Government and civil society. Two more member States ratified the Convention on the Elimination of All Forms of Discrimination against Women, and two countries developed new laws to protect women from domestic violence. In Sri Lanka, the penal code was revised to address the trafficking of children for sexual purposes. Further, a memorandum of understanding was signed by six countries in the region to combat human trafficking. As part of its efforts to mainstream health into the development framework, ESCAP contributed to the establishment of national commissions on macroeconomics and health in China and Indonesia. Seventeen countries enhanced their statistical and monitoring capabilities as a result of the Commission's advisory services and training workshops in analysing demographic data, formulating national policies on population and integrating population issues into development planning. Forty-six countries signed the Proclamation of the Full Participation and Equality of People with Disabilities in the Asian and Pacific Region. Fifteen Governments either adopted or were in the process of developing

national action plans on disability and two countries passed a new comprehensive national policy on disability.*

(b) More effective planning of programmes by Governments and civil society organizations for achieving: (a) gender equality; (b) health promotion, especially to address HIV/AIDS issues; and (c) integration of persons with disabilities and older persons in society was evidenced by the enhancement by national counterpart organizations of their programmes as a result of ESCAP intergovernmental meetings, advisory services and technical cooperation activities. Twenty-five member States reviewed achievements, gaps and challenges in implementing the Beijing Platform for Action and its Regional and Global Outcomes. Benefiting from the Commission's technical assistance in HIV/AIDS prevention among youth,* 10 Government agencies and civil society organizations planned and implemented community-based life skills and peer education programmes for the prevention of HIV/AIDS and drug use among young people. The more than 1,000 youth peer educators who were trained reached more than 30,000 young people and community members. National training workshops on the evaluation of programmes on ageing in China and Indonesia enhanced policymakers and planners' capabilities to compare interventions on ageing across provinces and cities and measure their effectiveness towards meeting objectives. ESCAP training also assisted China to improve its programme on poverty reduction among disabled persons through self-employment. Furthermore, the Commission intensified efforts in data collection on the implementation of the Biwako Millennium Framework for Action towards an Inclusive, Barrier-Free and Rights-based Society for Persons with Disabilities in Asia and the Pacific.* The ESCAP-led social assessment of tsunami-affected areas revealed that vulnerable groups had often been left out of the post-tsunami rebuilding process and that relief aid had been slow to reach them.*

Section 20
Economic development in Europe*

Highlights of programme results

The Economic Commission for Europe has further developed its work in setting norms and standards. In the transport sector, one new convention and numerous amendments to existing legal instruments were adopted during the biennium. The accession by 34 new contracting parties to ECE legal instruments in transport contributed to the greater harmonization of transport legislation in the pan-European area and beyond. In the field of environment, there were 60 new ratifications and accessions to the five ECE environmental conventions and their 12 related protocols. The Public Participation and Industrial Accidents Conventions gained 11 and 3 additional parties respectively during the biennium. Two of the protocols also entered into force in 2005. In the trade sector, the United Nations Centre for Trade Facilitation and Electronic Business approved one new trade facilitation recommendation and 19 new or updated e-business standard recommendations. Also, 32 new and updated international standards on agricultural produce were approved. In the field of energy, 19 countries engaged in the process of extending their application of the United Nations Framework Classification for Reserves/Resources.

In terms of implementation of environmental standards, the second round of environmental performance reviews showed that 80 per cent of ECE recommendations made in the first review had been implemented by the Republic of Moldova and over 70 per cent by Belarus. Two additional countries, Bosnia and Herzegovina and Tajikistan, also underwent their first environmental performance reviews during the biennium. In the field of trade, the implementation rate of selected major recommendations of the United Nations Centre for Trade Facilitation and Electronic Business was on average over 66 per cent in the countries reviewed. The global downloads of the standards of the United Nations Directories for Electronic Data Interchange for Administration, Commerce and Transport rose fourfold, from 83,635 in 2003 to 373,177 in 2005. In the human settlements sector, Albania, Armenia and the Russian Federation made substantial progress in nine policy areas related to housing, and Armenia, Lithuania and the Russian Federation implemented recommendations in six areas related to land administration.

Apart from its norms-related work, ECE offered a platform for policy dialogue and exchange of experiences among member countries and other stakeholders in all its work areas. Twelve areas of activity benefited from intersectoral cooperation, such as transport and environment, transport and energy, and energy and environment, and the latter triggered a significant number of investment projects for energy efficiency.

* Further information is available online.

Further details of programme results are available in the state of the ECE: external evaluation report,* the workplan on ECE reform (E/ECE/1434/Rev.1), and the ECE annual report for 2004/05 (E/2005/37-E/ECE/1431).

Challenges, obstacles and unmet goals

The workplan on ECE reform revamped its governance structure and realigned and modified the programmatic structure accordingly within the available resources. The ECE reform underlines the need for its sectoral committees to review regularly their cooperation and coordination with other organizations active in the same fields of activity within the region, as well as the need to reinforce the Commission's cooperation with key pan-European/trans-Atlantic international organizations and institutions. While the potential for the development of legally binding instruments is increasingly lower, the focus will be placed on their implementation by responding to the demands from countries facing difficulties in this implementation, supported by commensurate financing through an enhanced fund-raising capacity. The right balance between activities directed at the whole ECE membership and those specifically targeting countries with economies in transition needs to be ensured.

Output implementation rate

The above-cited results are based on the implementation of 91 per cent of 3,914 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium (A/58/6 (Sect. 20)).

Executive direction and management

20.1 (a) The Group of Experts* prepared recommendations for priority-setting by the intergovernmental bodies of ECE on the basis of its review of submissions by each subsidiary body of an outline of strategic directions, priority areas and any proposals and possibilities to streamline activities. This priority-setting mechanism is an integral part of the programme planning process adopted by the Commission.

(b) A 17 per cent decrease to 172.5 days of meetings held was in accordance with the target set. The number of parliamentary documents produced remained at 1,771 and exceeded the target of 1,511. The majority of the Commission's seven principal subsidiary bodies and 38 related intergovernmental bodies have norm- and standard-setting functions and require the secretariat to produce documents reflecting all amendments submitted by member States in relation to the various ECE conventions and agreements. The fact that the intergovernmental bodies of ECE were able to complete their planned work in fewer days of meetings and with the same number of documents shows increased efficiency in the implementation of the ECE programme of work.

(c) Intersectoral activities involve two or more sectoral areas (for example, transport and environment, energy and environment, transport and energy) that call for cooperation between the subprogrammes at both the secretariat and intergovernmental levels. Twelve areas of activity benefited from intersectoral cooperation, more than the target of five activities. There were 27 activity areas that integrated cross-sectoral concerns: 15 activities incorporated sustainable development issues; seven integrated gender issues; and five addressed information and communication technology issues. This result well exceeds the target of 15 work areas, which indicates a further extension of intersectoral activities and cross-sectoral approaches to issues within the ECE areas of work.

(d) In order to strengthen coordination with other international organizations active in the region, six new cooperation agreements were established, most importantly with the Organization for Security and Cooperation in Europe. Cooperation and coordination have also been intensified within the United Nations system, notably with other regional commissions, through participation in the Executive Committee on Economic and Social Affairs, and in the network of programme planning chiefs. The planning and execution of United Nations Development Account projects promoted joint activities among the regional commissions, necessitating regular dialogue and interregional cooperation. The recent external evaluation of ECE* pointed out that the Commission should move to formalize its partnerships with key partners. The Commission's principal subsidiary bodies are also expected to regularly review their cooperation and coordination with other organizations active in the same fields within the region.

(e) In line with the target set, six staff brainstorming meetings and academic discussions were held, contributing to the increased capacity of professional staff members to undertake new activities or functions and have improved awareness of the issues impacting the overall work of ECE. Topics discussed included cross-sectoral issues and interdivisional cooperation; possible contribution to major United Nations initiatives; and the future of ECE in the context of enlargement and fiscal policy of the European Union. The challenge is to ensure a balance between topics of interest to all staff and topics of a highly specialized nature.

Subprogramme 1
Environment

20.2 (a) Awareness-raising and promotional activities in relation to the five environmental conventions and 12 related protocols* by the governing bodies and secretariats resulted in a total of 60 new ratifications and accessions, 10 more than the target set, indicating the strengthened application of legal instruments for the protection of the environment. Two protocols entered into force, the Protocol to the 1979 Convention on Long-range Transboundary Air Pollution to Abate Acidification, Eutrophication and Ground-level Ozone and the Protocol on Water and Health to the Convention on the Protection and Use of Transboundary Watercourses and International Lakes. A slow ratification process has been observed in the early years of the three Kiev Protocols (on strategic environmental assessment; on civil liability; and on pollutant release and transfer registers) adopted in 2003, which so far have been ratified by four countries and are not yet in effect.*

(b) Improvement of environmental management in countries with economies in transition was addressed in environmental performance reviews,* which assist

individual countries in assessing progress in environmental management and in integrating environmental considerations into sectoral policies. With Bosnia and Herzegovina and Tajikistan having undergone their first environmental performance reviews, only one transition economy country has not been reviewed. In 2005, the Republic of Moldova and Belarus were reviewed for a second time. The Republic of Moldova had implemented about 80 per cent of the 80 recommendations contained in its first review in 1998, and Belarus had implemented 70 to 80 per cent of the 46 recommendations made in its first review in 1997. The Committee on Environmental Policy decided that the review process should be complemented with environmental performance reviews publications in the reviewed countries in order to involve all stakeholders in the implementation of the recommendations contained in them.*

(c) Work continued to integrate environmental concerns in the health, transport, education, industry and energy sectors. The Steering Committee for the Transport, Health and Environment Pan-European Programme* met twice to review progress. Four workshops were organized on transport-related health impacts, with particular focus on children, thus contributing to the adoption of the Children's Environment and Health Action Plan for Europe. A high-level meeting of environment and education ministries adopted the ECE strategy for education for sustainable development. The meeting also established a steering committee and an expert group on indicators to coordinate and review the strategy's implementation. A programme was launched to provide support to Eastern European, Caucasian, Central Asian and South-Eastern European countries to accede to and implement the Convention concerning the Prevention of Major Industrial Accidents.*

(d) The integration of sustainable development as a follow-up to the World Summit on Sustainable Development was addressed at the first Regional Implementation Forum,* which assessed progress in implementing commitments in the areas of water, sanitation and human settlements and showed that the ECE region was not yet on track to reach the related goals agreed in the Millennium Declaration and at the Summit. The second Regional Implementation Forum* focused on sustainable energy, atmospheric/air pollution, climate change and industrial development. It identified energy efficiency and energy savings as key priorities contributing to sustainable development. The achievement of such savings will require education and awareness-raising, regulatory and energy pricing reforms, emissions trading and the establishment of adequate financing instruments. The continued growth in volume of all kinds of traffic also poses particular challenges with regard to air pollution and greenhouse gas emissions.*

Subprogramme 2
Transport

20.3 (a) One new convention and 30 amendments to existing legal instruments* attest to an improved and updated set of ECE legal instruments in the field of transport* and meet the target set for the biennium. There are a total of 55 legal instruments on transport issues administered by ECE, which are either European agreements or global conventions. The results show clearly that Governments value ECE legal instruments in the field of transport. The potential for new legal instruments to be adopted is increasingly lower since most transport fields are already covered.*

(b) Seven new regulations and 119 amendments to the existing ECE vehicle regulations annexed to the 1958 Agreement as well as two new global technical regulations were adopted in the framework of the 1998 Agreement,* attesting to an improved and updated set of vehicle regulations, including global regulations, and exceeding targets set by 100 per cent. The new and amended regulations contribute to improved road safety and decreases in vehicle emissions, thereby benefiting both Governments and the general public.*

(c) A total of 34 new contracting parties attest to greater implementation of ECE legal instruments in the field of transport, exceeding the set target of 20. Interest in ECE legal instruments outside the region continued, with accessions by Liberia, the Republic of Korea and Tunisia. New accessions contributed to greater harmonization of transport legislation in the pan-European area and beyond.

(d) To promote trade and economic growth in Eastern and South-Eastern Europe as well as in the Caucasus and Central Asia, three expert group meetings were organized in cooperation with ESCAP in order to identify main Euro-Asian inland transport routes. With the participation of 17 countries, the meetings improved awareness of the role of transport in enhancing trade and development and the need for cooperation of the Governments concerned. This issue was also high on the agenda of the Inland Transport Committee* and of the Working Party on Transport Trends and Economics.* A workshop for South-Eastern European countries discussed benefits of accession to ECE legal instruments on transport, trade and development.*

(e) An improved and updated set of the United Nations Recommendations on the Transport of Dangerous Goods and on the Globally Harmonized System of Classification and Labelling of Chemicals* was achieved through publication of revised recommendations.* Following the adoption by the Economic and Social Council of its resolution 2005/53, the International Maritime Organization, the International Civil Aviation Organization, ECE and the Intergovernmental Organization for International Carriage by Rail introduced the new recommendations into their respective legal instruments governing international transport of dangerous goods. Steps were taken by the European Union, Australia, Brazil, China, Japan, South Africa and the United States of America to make the new provisions applicable to domestic traffic through national legislation.* The disharmony between national and international regulations that causes problems with transport facilitation was addressed. Transport organizations have already tal n steps to ensure the harmonization of instruments governing international transport of dangerous goods with the classification and labelling criteria of the Globally Harmonized System by 2007.*

Subprogramme 3
Statistics

20.4 (a) Coordination and harmonization of statistical work programmes, as demonstrated by contributions from 25 international organizations and more than 20 other international stakeholders to the Database on International Statistical Work Programme-Integrated Presentation,* indicates improved functioning of the Conference of European Statisticians. The creation of joint expert groups and other undertakings recorded in the Integrated Presentation,* helped to avoid overlaps and duplications between statistical programmes. A total of 75 per cent of 37

intergovernmental meetings on statistical issues (for example, national accounts, population censuses, price statistics, data processing and agriculture) were organized jointly with other organizations.*

(b) A questionnaire sent to 22 countries to establish benchmarks and identify capacity-building needs for assessing progress in the implementation of the Millennium Development Goals elicited 15 responses. The gender statistics website* addresses regional gender issues in seven policy areas and includes a gender statistics database* with sex-disaggregated social data for 75 indicators and all source data series, definitions, calculation methods and country-specific notes.*

(c) ECE assesses the needs of national statistical offices by soliciting written feedback from delegates at each meeting, workshop or seminar. Based on a selected number of such events, about 90 per cent of participants from countries in transition gave ratings of 4 or 5 (out of 5), indicating satisfaction with the usefulness and relevance for their future work of activities related to statistical standards and methods in the fields of economic, social, demographic and environmental statistics as well as good practices of statistical information-processing for their future work.*

(d) ECE maintains a database* of over 50,000 economic time series covering 55 countries in the region. A total of 75 per cent of internal users expressed their full satisfaction with the quality, scope and timeliness of the data provided, while others deemed it necessary to improve the availability of essential economic and social statistics on the ECE region. With the shift in priority from primarily serving internal users to the public dissemination of statistics, methods to monitor satisfaction need to be adapted.*

Subprogramme 4
Economic analysis

20.5 (a) Analyses of economic developments and problems in the ECE region in the *Economic Survey of Europe** were considered very useful or useful by 88 per cent of respondents to a readership survey in 2004. Sales data indicated that 2,462 copies of various issues of the *Economic Survey of Europe* had been sold, more than double the target of 1,200. The target of 11,000 downloads of documents from the Economic Analysis Division website,* including the *Survey*, occasional papers* and discussion papers,* was exceeded by about 4,000.*

(b) Opportunities for economic discussion and policy debates between Governments, academics, the United Nations and other organizations, as well as the private sector and non-governmental organizations include the annual spring seminars.* Responses to questionnaires indicated that all participants had found the seminars worth attending; some 85 per cent considered the topics and papers relevant to the policy debate. Respondents also indicated that more time should be made available for discussion and comments from the floor.*

(c) The 2004 European Population Forum,* co-organized with the United Nations Population Fund, brought together 360 experts from Governments, academia, research, intergovernmental organizations, civil society, and the private sector from 47 countries to exchange experience on population-related issues. In follow-up to the 2002 Berlin Ministerial Conference on Ageing,* 28 ECE member States identified focal points on ageing. Representatives of national population institutes, universities and statistical offices from 30 countries exchanged

experiences on intergenerational solidarity and gender concerns at meetings. Eleven countries carried out the first round of a generations and gender survey* to feed into policy discussions.

20.6 The external evaluation of ECE* suggested redeploying some of the resources of this subprogramme to others. ECE member States decided that the subprogramme should be discontinued,* except for activities and resources in the field of population, which should be integrated into the subprogramme on housing, land management and population.*

Subprogramme 5
Sustainable energy

20.7 (a) The region-wide dialogue on sustainable energy issues carried out through the ECE Committee on Sustainable Energy* intensified, with greater participation of countries and international organizations and the share of senior policy advisers among participants having increased from 45 to 56 per cent. There were 50,000 visits (compared to the target of 15,000) to the Sustainable Energy Division website.* A total of 11 (compared to the target of 6) energy efficiency investment projects in economies in transition indicated progress in addressing sustainable energy development issues.*

(b) Greater integration of the energy economies and energy networks of ECE countries was pursued through the direct participation of stakeholders and Government and industry-assigned experts in developing sustainable energy policy options and technical evaluations of coal, natural gas and electrical power networks. Studies were produced on gas supply, energy efficiency, coal mine methane and coal in sustainable development.* The invitation to the Committee on Sustainable Energy to provide conclusions and recommendations on energy security to the Group of Eight leaders at their 2006 summit to be held in St. Petersburg, Russian Federation, and the establishment of an energy efficiency investment fund attest to the relevance of such work.*

(c) Good progress has been made in negotiations with 19 countries and the Organization of Petroleum Exporting Countries on the application of the United Nations Framework Classification for Reserves and Resources: Solid Fuels and Mineral Commodities,* which were originally established for solid fuels, to include oil, natural gas and petroleum. Agreeing on the terms, units of measurement and methodology for assessment of the world's energy resources is a complicated technical and diplomatic task. The focus at the current stage is on the preparation of guidelines for the application of the United Nations Framework Classification for Reserves and Resources: Solid Fuels and Mineral Commodities by stock exchanges, Governments and related financial sector institutions.*

Subprogramme 6
Trade development

20.8 (a) Agreement by member States on simpler and more effective trade practices and procedures is indicated by the approval of 2 recommendations on trade facilitation and 19 new or updated electronic business standard recommendations, surpassing the target of 6. ECE developed trade facilitation recommendations and electronic business standards to reduce technical and procedural barriers to trade.*

(b) The rate of implementation of recommendations on trade facilitation and e-business was 66 per cent based on a review of five key recommendations in a sample of 10 countries.* Downloads of the standards of the United Nations/Directories for Electronic Data Interchange for Administration, Commerce and Transport* rose fourfold, to 373,177. Countries that participated in the Commission's work on harmonizing trade procedures reported systematically higher levels of implementation than countries where implementation was based on national efforts only. Projects in Eastern Europe, the Mediterranean region and Central Asia, together with increased cooperation among the regional commissions, made a significant contribution towards increasing the use of recommendations.*

(c) Enhanced policy dialogue on practices and regulatory frameworks for trade cooperation, trade and environment and trade facilitation and security was indicated by Annual Executive Forums,* with large, diverse high-level participation by 632 delegates (compared with the target of 600) from some 70 countries. The Forum on Paperless Trade of the United Nations Centre for Trade Facilitation and Electronic Business* resulted in the development of a Road Map towards Paperless Trade,* which was used as the ECE contribution to the World Summit on the Information Society.*

(d) Work was approved on 32 new or updated international standards and recommendations on agricultural produce compared with the target of 18. There are currently 88 standards,* 98 per cent of which are being implemented in at least one member State. The total of standard implementations in ECE member States was 1,352, or 28 per cent, out of a total of 4,840 possible implementations. In 2003, the result was 1,097 out of a maximum possible number of 4,675 (23 per cent).*

Subprogramme 7
Timber

20.9 (a) Monitoring and analysis, notably the European Forest Sector Outlook Study,* gave prominence to major emerging policy issues, including the growth of the forest sector in Eastern Europe, the problem of illegal logging and forest certification and led to better understanding of the situation, outlook and policy issues of the forest and timber sector. The usefulness of activities was evidenced by strong support during a formal strategic review of the programme, the use of the European Forest Sector Outlook Study by European Union for its Forestry Action Plan, 175,000 downloads from the timber website* from January to June 2005 and more than 90 per cent of respondents rating publications as satisfactory.*

(b) A total of 18 workshops, seminars and policy forums with 900 participants and the provision of data and analyses contributed to an in-depth exchange of policy-relevant experience. Those activities were brought to the attention of national or international bodies to help identify and clarify policy issues. A total of 93 per cent of 243 survey respondents were satisfied with the events (giving ratings of 4 and higher out of 5) and indicated that they had applied at the country level the information and experience gained at the events.*

(c) Some 30,000 downloads of main studies and policy documents from the forest resources website* attested to the improved availability of data on indicators of sustainable forest management in the region. ECE collected, validated and analysed data for Europe as regional input to the Global Forest Resource

Assessment led by FAO, which will be the fundamental reference document on the status and trends of world forest resources for the next five years.*

Subprogramme 8
Human settlements

20.10 (a) Follow-up activities to country profiles of the housing sector* were organized in Albania, Armenia and the Russian Federation. The three countries have made substantial progress in the implementation of ECE policy guidelines and recommendations on reforms in the housing sector in nine policy areas, including the ageing population and gender perspectives, social housing, the management of multi-unit stock and housing finance.*

(b) Based on recommendations in ECE land administration reviews* in Armenia, Lithuania and the Russian Federation, developments and reforms in land administration included the establishment of a unified cadastre using information technology in the real property register system and the establishment of a single agency in charge of all land administration policy and issues.*

(c) The sessions of the Committee on Human Settlements* on the implementation of the ECE Strategy for a Sustainable quality of life in human settlements in the twenty-first century* and two in-depth discussions on urban planning and on the social and economic benefits of human settlements development addressed improved policy formulation and governance of housing and land administration. The Committee adopted and published its studies and policy conclusions on housing finance (ECE/HBP/138), social housing (ECE/HBP/137) and land administration (ECE/HBP/140). Particular attention was given to the role of municipal governments, intergovernmental coordination and public/private partnerships.*

Subprogramme 9
Industrial restructuring and enterprise development

20.11 (a) Enhanced policy dialogue on industrial restructuring and modernization and investment mobilization was indicated by the participation of an average of 22 countries represented at the director level at meetings on the themes "Best practice in the development of small and medium-sized enterprises: the Romanian and Slovak experiences"* and "After 15 years of market reforms in transition economies: new challenges and perspectives for the industrial sector".* This level of participation met the target.*

(b) An exchange of experiences and best practice for attracting investment was achieved through meetings and other activities of advisory groups addressing public-private partnerships, land for development and intellectual property rights. The meetings of all groups attracted strong private sector interest with more than 1,000 participants in 2005. An average of 25 countries participated in the meetings of all groups. The President of Italy awarded a medal to ECE in December 2004 in recognition of the contribution of the land for development programme to creating a rule-based economy for poverty alleviation and the achievement of the Millennium Development Goals.*

(c) With regard to implementation of policies and measures by countries with economies in transition in favour of the creation and development of small and

medium-sized enterprises, including women and youth entrepreneurship, the target set for participation of countries was met for activities on the development of small and medium-sized enterprises. The mandates of teams of specialists on women* and youth entrepreneurship* were discontinued, since it was considered better to mainstream those with activities on industry and enterprise development. While NGOs and the private sector were well represented at events on entrepreneurship, stronger participation by Government services was required.*

(d) A total of 14 national e-readiness assessment reports for transition economies, a regional e-readiness assessment report,* two seminars on Internet-based entrepreneurship with participants from 26 ECE member States and an international conference on the use of information and communication technology at rural public information centres with participants from five transition economies contributed to improved understanding and dialogue on knowledge-based development. The network of experts working jointly on information and communication technology for enterprise development was strengthened through nine teleconferences.*

20.12 In the follow-up on the external evaluation* of the work programme of ECE, member States decided to discontinue this subprogramme in 2006-2007.*

Section 21
Economic and social development in Latin America and the Caribbean*

Highlights of programme results

The decision-making and management capacity of 1,750 Government officials from 29 countries was enhanced in public management, budgetary policies, investment appraisal, management and evaluation to achieve national, regional and local goals. A total of 88 per cent of the participants considered the courses to be good or very good. The usefulness of the three flagship documents* is evidenced by over 1.6 million downloads and over 1,000 citations in Government documents, research papers and the media.

Support was provided for capacity-building to monitor progress on the achievement of the Millennium Development Goals. The design and reformulation of food policies by 23 countries through the Association of Caribbean States and the preparation of individual reports on the Andean countries were supported.

Through disaster evaluations and the dissemination of information, including the new disaster evaluation manual,* the capacity of 337 officers from 114 Government institutions in 10 countries was enhanced, allowing them to prepare economic and social reconstruction programmes.

The capacity of 29 countries was enhanced through training and technical assistance provided by the Economic Commission for Latin America and the Caribbean in the areas of agricultural product exemption and environmental cooperation as well as on development of micro- and small firms, strategic planning and development of information and communication technologies, leading to change in policies, the implementation of commitments and recommendations and the approval of a regional action plan for the information society.

A total of 25 countries implemented plans that integrate the gender perspective, and 21 countries built institutional networks at the national level to coordinate and follow up gender policies. Population projections were revised in 14 countries, and five countries made available their census information to facilitate diagnostic studies and the formulation of policies and programmes on population and development. The Social Institutions Network,* a virtual network of 1,055 social institutions from 41 countries and territories of the region, was established.

Capacity-building was provided through the training of 470 specialists from 28 countries on the production and analysis of economic or social statistics. Sustainable water resources management capacity-building benefited 1,450 Government officials from 14 countries.

* Further information is available online.

Further details of programme results are available electronically in the report on the activities of the Commission to June 2004* and from June 2004 to December 2005* and in the Commission's self-assessment.*

Challenges, obstacles and unmet goals

Electronic feedback mechanisms, such as registration requests for the issuance of publications or the use of search engines for tracking press citations, will be improved. Regional cooperation will be more effectively promoted in the areas of public management, decentralization, land-use planning and management of territorial development.

More efforts are needed in intergovernmental forums in order to highlight the link between the economy and sustainable development by integrating issues such as intellectual property rights, investments, public expenditure, fiscal revenue services and the environment. Information and knowledge management needs to be strengthened by raising the level of technology used in order to maximize the internal use of statistical information and analysis between research units and their access by end-users.

Output implementation rate

The above-cited results are based on the implementation of 96 per cent of 589 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 21)* and General Assembly resolution 58/270, annex I).

Executive direction and management

21.1 (a) The effective management of the programme of work was evidenced by the 99 per cent rate of utilization of resources and by the 96 per cent implementation rate of 672 quantifiable outputs. The average time of recruitment for vacancies was 12 months, above the target of 9 months, owing to the introduction of a number of tests and examinations and the large number of applicants. The area for improvement is to ensure that the best candidates are selected in a more timely manner.

(b) Member States met twice to address issues that were brought to their attention by the secretariat, including hemispheric integration, international migration, social cohesion and sustainable development. The main overall emerging issue was achievement of the Millennium Development Goals in the Latin American and Caribbean region.

(c) Enhanced policy coherence in the management of activities was shown by the coordination and collaboration with the 11 United Nations specialized agencies and by the inter-agency effort to produce the report entitled "The Millennium Development Goals: a Latin American and Caribbean perspective".* Interdivisional work was also strengthened through closer coordination of:

preparation of flagship reports, reports to the Commission; the summer school; and missions to evaluate the impact of environmental disasters. A seminar on macroeconomic and reform priorities was jointly organized with IMF.

Subprogramme 1
Linkages with the global economy, regional integration and cooperation*

21.2 (a) A web survey showed that out of approximately 1,000 respondents from the Latin American and Caribbean region and Europe, 71 per cent had rated the ECLAC flagship publications as "very good" and 28 per cent as "good"; 99 per cent of respondents (compared with the target of 50 per cent) considered the documents to be "very useful" or "useful" in fulfilling their responsibilities, especially in the areas of statistical data on foreign trade, regional integration, integration of the region in the international economy and international trade negotiations. This is indicative of an increased usefulness of policy advice to opinion leaders, Government officials and civil society in the region. The average monthly downloads of the publications reached 25,000. The flagship publication *Latin America and the Caribbean in the World Economy, 2004 Trends 2005** alone had 40,000 downloads in the three months following its release. A review of records show 85 press clippings on the flagship report compared with only 23 in the 2002-2003 biennium, and 84 press clippings made reference to advisory services provided by ECLAC.

(b) The dissemination of trade data and analysis to all the countries of the region, to the four regional integration schemes and to major trading groups via the Interactive Graphical System of International Trade Data* web database increased the awareness of the development and consolidation of new forms of international integration for the region in the context of globalization. The total number of users downloading statistical annexes of the flagship document and the Interactive Graphical System of International Trade Data reached 10,306 — 50 per cent over the target. More than 40 technical cooperation activities were delivered, benefiting all countries in the region. Training on strengthening capacities for trade negotiations and implementation was also provided to 40 high-level Government and business organization officials from five countries. Information technology use by small and medium-sized enterprises for export promotion in Asia and Latin America was widely promoted in the context of the Forum for East Asian-Latin American Cooperation and directly to 32 countries. A web board network for Latin American experts was established to provide member countries with advice and policy analysis on the technical aspects of trade.*

Subprogramme 2
Productive, technological and entrepreneurial development*

21.3 (a) As a result of the analytical and operational activities undertaken, policymakers in the region have increased their utilization of policy advice to design and implement microeconomic policies in the development of production sector markets and the strengthening of key actors of industrial and agricultural development, as evidenced by a total of 185,941 downloads of the publication *Productive development in open economies.** The publication *Foreign Investment in Latin America and the Caribbean — 2004 Report** registered a total of 204,119 downloads, compared with the target of 75,000. A survey found that 63 per cent of respondents found the report to be excellent, while 51 per cent considered it useful.

Approximately 100 Government officials from 16 countries enhanced their capacity on local productive systems, negotiation techniques for intellectual property, rural economies and the information society. A total of 90 per cent of participants said that they would recommend it to colleagues. More integrated and multidimensional policy packages are needed, for example, linking industrial development, promotion of foreign direct investment and science and technology policies.

Subprogramme 3
Macroeconomic policies and growth*

21.4 (a) The provision of sound analysis on the behaviour of the regional economy has contributed to an increased capacity by policymakers in the region to design and implement consistent short-term macroeconomic policies, within a long-term growth-enhancing framework, as evidenced by a total of 783,082 downloads of the *Economic Survey of Latin America and the Caribbean** and the *Preliminary Overview of the Economies of Latin America and the Caribbean*,* which exceeds the targeted 660,000 by 19 per cent. Material produced was quoted at least 1,150 times by the media and academia and in research studies. A more focused data-collection mechanism on the use by and the perceptions and demands of stakeholders needs to be developed, such as an online forum of evaluation and exchange of information.

(b) The capacity of Latin American and Caribbean countries to reconcile long-term growth with sustainable development and social equity was improved through the participation of 82 senior-level officials and representatives from multilateral institutions in meetings and seminars on macroeconomic policies and growth, meeting the target of 80. An average of 67 per cent of respondents to a survey found that the information provided by the Commission through publications, seminars and related technical assistance was very useful, and the remainder found it useful. Technical assistance provided, inter alia, support to Bolivia in strengthening fiscal policy, pension reform and productive development and to Honduras in the talks with the Inter-American Development Bank on the evaluation of spending requirements and reform of Government expenditure, with the focus on fighting poverty. More elaborate feedback from high-level representatives on the services provided would help in assessing the needs and challenges to be addressed.

(c) Enhanced technical cooperation and contribution towards the harmonization of macroeconomic policies in the context of regional integration was evidenced by 51 Government representatives participating in meetings of the Macroeconomic Dialogue Network* focusing on MERCOSUR (the Common Market of the South), Central America and the Andean Community. Three widely disseminated studies and four advisory missions supported the hemispheric integration. More focused indicators are needed to better assess progress in this area.

(d) As a result of the inclusion of a gender dimension of the labour market in the *Preliminary Overview of the Economies of Latin America and the Caribbean*,* 81 per cent of respondents rated the inclusion of a gender perspective as adequate, compared with the target of 65 per cent. Technical assistance and workshops in four countries contributed to enhancing dialogue and increasing awareness of the importance of gender issues for short- and long-term growth-enhancing policies,

including the labour integration of young people. The challenge remains to further incorporate gender issues into the agendas of policymakers and decision makers.

Subprogramme 4
Social development and equity*

21.5 (a) Analytical inputs, policy recommendations and technical assistance were provided in the areas of hunger and malnutrition, poverty and ethnicity, childhood and youth, social capital and the family, rights and social protection to five countries, strengthening their capacity to design and implement policies targeting the underprivileged sectors to increase human capital and foster social equity. The *Social Panorama of Latin America* for 2004* and 2005* provided policymakers and other stakeholders with analyses and policy advice on social and demographic trends, social spending and health. The *Panorama* was quoted in the media of 20 countries. Social policy proposals were formulated to 30 countries in the region, and information on hunger and poverty was disseminated through the Hunger Project. More inter-agency joint ventures are needed to strengthen the capacity of national Governments in sectoral reforms.

(b) Strengthened international and regional cooperation and increased capacity of national social institutions to analyse and share their experiences in managing social policies, programmes and projects was evidenced by 1,055 social institutions from 41 countries participating in the virtual Social Institutions Network,* including five virtual forums on the homeless, violence against children, improving the living conditions of the poor, early education and the family. Eight virtual corridors* were established with social institutions in the region. Follow-up and capacity to respond to information requirements from diverse national institutions must be strengthened.

(c) The proposals on improving the living conditions of the poor that were prepared for the Andean countries and the delivery of advisory services on food security to Colombia resulted in the adaptation and use of guidelines provided by ECLAC on overcoming poverty, by five countries, which is in line with the target. A study on hunger and malnutrition was presented at the Summit of the Association of Caribbean States, leading to requests from eight other countries for similar studies. Contributions to standardizing the methodology and indicators for monitoring progress towards achieving the Millennium Development Goals were proposed and sent to 33 countries.

(d) The increased coordination among national and regional actors engaged in the prevention of drug consumption and the control of drug trafficking and improved efficiency of programmes in terms of targeting, selectivity and impact was partially accomplished, as evidenced by the convening of 10 training activities in seven countries of the region focused on the issues of youth and risk factors, drug consumption being a main issue among those factors. A regional diagnosis was prepared jointly with the International Youth Organization, as reflected in the study entitled "Iberoamerican youth: tendencies and urgencies" that was presented at the twelfth Iberoamerican Conference of Ministers of Youth.*

(e) Strengthened capacity to manage and mitigate the adverse social impacts of structural adjustment measures as well as the challenges of globalization was evidenced by five countries (one more than before) sharing best practices and lessons learned, with the assistance of ECLAC, regarding the design and

implementation of social policies, programmes and projects. Under the project entitled "experiences in social innovation",* 20 finalists were selected out of 1,600 project proposals from 33 countries to participate in the Innovation Fair, thus promoting the creative replication of innovative experiences in the areas of food security, nutrition, rural development, income generation, youth, health, education, social responsibility and volunteer work. Editions of the *Social Panorama of Latin America** have included chapters on non-traditional issues related to the social effects of globalization, such as demographic changes and their policy implications; changes in family structures; welfare trends and their connections with social integration barriers.

Subprogramme 5
Mainstreaming the gender perspective in regional development*

21.6 (a) The accomplishments in the harmonization of an updated regional agenda of gender policies based on the objectives of the Millennium Declaration, the Beijing Platform for Action and the objectives of the International Conference on Population and Development were reflected in a drastic increase from zero to 100 per cent in the number of countries incorporating the main ideas of the ECLAC position paper on gender in the consensus adopted by the Ninth Regional Conference of Women and by six intergovernmental meetings on women in Latin America and the Caribbean, including the objective to update the regional agenda. The publication *The Millennium Development Goals: a Latin American and Caribbean perspective*,* was an important step towards mainstreaming the gender perspective and addressing the issues relating to promoting gender equality and the empowerment of women. One area for improvement is more effective dissemination of the results of the regional and global meetings.

(b) As a result of assistance provided, 25 countries, 50 per cent over the target, implemented national and sectoral plans integrating the gender perspective, attesting to progress in mainstreaming a gender perspective in the formulation of public policies. In addition, 21 countries built national institutional networks to coordinate and follow up on those policies. Other achievements included six country agreements of cooperation between sectoral ministries, local authorities and national women's offices to promote gender-equitable labour policies. The integration of a gender perspective in reform processes was completed in 10 countries. The utilization of technology led to the creation of new subregional networks in four countries on specific topics such as political culture, electoral reform, poverty, gender and race and social policies. Improvement is needed in advocacy work with sectoral ministries through the development of tools such as handbooks and guidelines and in the collection of data on progress made in the Caribbean.

(c) At least eight national policy documents have used the ECLAC methodological and analytical framework on gender perspective in designing public polices aimed at implementing the Millennium Development Goals, compared with the target of five. The position document presented at the Ninth Regional Conference on Women in Latin America and the Caribbean was used in the preparation of Bolivia's national public policies plan, 2004-2007, towards the full exercise of women's rights. Improvement is needed in participatory research to further instil ownership by women's national offices.*

Subprogramme 6
Population and development*

21.7 (a) The increased technical capacity of member countries to monitor population trends for use in social planning and to deal with population and development issues was evidenced by the fact that, as a result of assistance provided, 14 countries revised their population projections (compared with the target of 8); 5 countries made use of their census information for research on population and development issues; and new software technologies for integrating demographic factors in social planning were implemented in 11 countries. Over 25 requests for technical cooperation were satisfied. Better methods for the estimation and projection of specific population groups and the corresponding sectoral demands are needed. Requests from countries to receive assistance in international migration, ageing, indigenous populations and the analysis of census data must be accommodated.

(b) Increased technical capacity of member countries for monitoring progress in the implementation of the agreements and goals of the Programme of Action of the International Conference on Population and Development and of the Plan of Action approved by the Second World Assembly on Ageing was evidenced by the increase from four to six in the number of countries establishing a system of indicators suitable for monitoring progress in implementing the agreements and goals of the Programme of Action and by the increase from two to six in the number of countries with new and revised programmes for the elderly and operational systems of indicators for monitoring progress in implementing the goals and recommendations of the Madrid Plan of Action on Ageing and the Regional Strategy on Ageing. The regional system of indicators for the follow-up of the International Conference on Population and Development has been updated and made available to the countries of the region, including indicators for the follow-up to the Beijing Platform for Action and of the Madrid Plan of Action on Ageing. Better follow-up support on the establishment of national indicator systems must be established.

Subprogramme 7
Planning of public administration*

21.8 (a) Improved understanding of strategic approaches to achieving national consensus on State policies, public sector programming and evaluation and the process of decentralization and planning and the management of local and regional development on the basis of applied research and the technical cooperation services rendered by the subprogramme was evidenced by the increase from 70 to 89 per cent in the number of participants rating the courses of the Latin American Institute for Economic and Social Planning (ILPES) as "good" or "very good" and by the increase from 6,000 to 800,000 in the number of downloads of training documents and materials from the ILPES website.* Training in public administration at international courses was provided to 883 Government officials and other stakeholders from 18 countries both in and outside the region.*

(b) Increased coordination, sharing of experiences and awareness creation among member countries on issues of common interest related to public management was achieved by the increase from 60 to 100 per cent in the number of intergovernmental forums, technical meetings and seminars serviced by the subprogramme that incorporate in their agenda the sharing of experience on

planning of public administration and coordination and by the increase from zero to 15 in the number of relevant courses, with 481 participants from six countries. Of particular importance was the sixteenth Regional Seminar on Fiscal Policy, the International Forum on National Visions and Strategies and the workshop on legislatures and the budgeting process in Latin America. Assistance provided to the Association of Municipalities of Honduras led to the preparation of a local economic development policy. Regional cooperation should be promoted in the areas of public management, decentralization, land-use planning and management of territorial development and in investment programmes in the region.

(c) The proportion of women participants in ECLAC courses was 45 per cent, 2 per cent more than in the previous biennium, and the number of ILPES courses in which gender issues are incorporated went from one to four. The gender variable has been consistently incorporated in selection criteria and in the inclusion of the gender perspective in the elaboration of the training, which shows an increased importance and understanding of the gender perspective in the activities of the subprogramme. Further efforts are needed to balance the gender variable in its international courses.

Subprogramme 8
Environment and human settlements*

21.9 (a) Better assessment by national staff of sustainable development trends in the region based on the Millennium Development Goals was evidenced by the increase from 80 to 100 per cent in the number of national staff rating the courses or seminars of the Sustainable Development and Human Settlements Division as "good" or "very good" and by the increase from 80 to 100 per cent in the number of trained national staff who, one year after acquiring training from ECLAC courses or seminars, declared that the knowledge acquired was "useful" or "very useful" for their activities within their public institutions. The Millennium Development Goals provided a cross-cutting approach to studies, the provision of technical assistance and training activities. A databank containing more than 150 variables and indicators at the national scale for the period 1980-2000 was implemented covering all Latin American countries; the indicators were organized within an integrated, systemic framework. As a result, some countries started constructing their own set of sustainable development indicators. More coordination and consistent use of the indicators are needed to be able to apply the indicators at the national and local levels.

(b) Training activities, technical assistance and public policy analysis for the Doha Round of World Trade Organization negotiations, the Rio Declaration on Environment and Development and the Johannesburg Implementation Plan related to water, sanitation and human settlements, among others, have strengthened the capacities of Member States to follow up on international commitments in the sustainable development area and incorporate them in the national and local policies. Feedback received from the participants and the recipients of the services provided indicate that 100 per cent considered the knowledge gained as "useful" or "very useful", compared to a target of 85 per cent. The collection of information will be improved to obtain performance results in a timely manner.

(c) The progress in enhancing national capacities to integrate the economic dimension with the innovative use of environmental management instruments was

evidenced by feedback, one year after receiving training, from trained national staff, with 48 per cent of respondents having rated the courses as "very useful" and 52 per cent as "useful", in line with the target. No negative evaluations were received. Studies were completed on the percentage of gross domestic product (GDP) spent on environmental protection by Governments of the region. Follow-up on and the collection of information for the indicator need improvement as feedback received one year later is very limited.

(d) The strengthening of national capacities to adopt integrated land use and urban management practices and policies was achieved through the provision of technical assistance and training activities on urban poverty reduction, which led to the Declaration of San José, signed by 17 countries, and the ninth Inter-American Forum on Housing and Land Use. At least seven "urban laboratories" were designed and established for the development of thematic strategies to overcome poverty and substandard living conditions at the local and regional levels. To provide support for policymaking, a database on poverty and substandard living conditions in urban areas incorporating data on access to water and sanitation was developed. Follow-up and the collection of information on performance in this area must be improved; more focused and valid indicators of achievement need to be developed and used where feedback is not relevant for analysis.

(e) The application of global environmental agreements at the national and regional levels was increased through the provision of technical assistance in such areas as water, human settlements, renewable energy sources and sanitation, with 40 requests for assistance accommodated. The report entitled "Monitoring sustainable development in Latin America and the Caribbean: needs and a proposal" proposed a regional forum for the implementation of the decisions adopted at the World Summit on Sustainable Development. Support was given to the first meeting of the Technical Committee on the reporting of compliance with decisions adopted by the fourteenth Meeting of the Ministers of Environment of Latin America and the Caribbean.*

Subprogramme 9
Natural resources and infrastructure*

21.10 (a) Strengthened policy formulation and implementation capacities of countries to address issues related to the sustainable use of natural resources and infrastructure services were evidenced by the increase from 10 to 18 in the number of agencies receiving technical cooperation services addressing the sustainable use of natural resources and infrastructure services and by the increase from 10 to 20 in the number of institutions receiving technical cooperation services that coordinate and integrate sectoral policies. As a result, the energy authorities of six countries adopted proposals for the development of renewable sources of energy. In the water sector, actions were taken on the improvement of water laws in four countries. Interdivisional coordination will be improved to tackle issues in a comprehensive manner.

(b) Country capacities to enhance the effectiveness of regulatory frameworks in the energy, water, mining and land and waterborne transport sectors were enhanced by the increase from 10 to 20 in the number of institutions that received technical cooperation services and analytical inputs, which further developed their regulatory frameworks in the relevant fields with due regard for social and gender equity. Thirty representatives of national and local authorities of four countries were trained. An online training course was made available to Andean countries. Reports

were disseminated on the privatization of water services, environmental liabilities in the mining sector and the impact of infrastructure on the competitiveness of the economy. Technical information on world markets for commodities and energy resources must be included in future provisions of assistance.

(c) Technical assistance was provided to 15 institutions to promote regional integration and cooperation in the fields of energy, transport, infrastructure, water and mining, and to another 20 institutions to reduce impediments to the movement of people and goods and lower transport costs, which was in line with the targets, thereby improving the capacities of countries to share knowledge, experiences and information on energy, land and waterborne transport and infrastructure to strengthen regional integration. Statistics for the timely analysis of the impact of price fluctuations on the economies and analysis of the process of investment in the exploitation of natural resources are needed for the preparation of institutional initiatives that can contribute to the intergovernmental forums.

Subprogramme 10
Statistics and economic projections*

21.11 (a) Improved technical capacity of countries to develop their statistical systems through the adoption of methodological and technological advances that ECLAC promoted to support the formulation of economic and social programmes was evidenced by the increase from 400 to 470 in the number of specialists (from 28 countries, of which 43 per cent were female) trained in the production or analysis of economic or social statistics; by the increase from 13 to 14 in the number of countries that adopted and disseminated methodological advances in harmonizing international and regional standards and coding systems, with the assistance and/or collaboration of ECLAC; and by the increase from zero to five in expressions of satisfaction with technical assistance in the area of statistics and projections. The evolution of technical assistance requests indicates a need to move towards more comprehensive technical assistance strategies. Acting in its capacity of secretariat of the Statistical Conference of the Americas, the subprogramme focused on the preparation of a strategy for technical capacity-building.

(b) Member countries increased their understanding of methodologies for the analysis of current economic trends as inputs for the management of economic and social policies through the dissemination by ECLAC of methodological publications on economic and social monitoring. The number of prints and file downloads of methodological publications covering issues relevant to economic and social monitoring and programming increased from 2,800 to 65,000; and the monthly average of prints and file downloads of main flagship publications went up from 3,300 to 5,485, above the target of 4,300. The rapid increases in the use of information and communication technology and the effort to intensify the dissemination of electronic versions of publications was instrumental in facilitating access to the databases by a wider audience. The English version of the web page* was launched. Help desk and other advisory tools need to be available to Internet users.

Subprogramme 11
Subregional activities in Mexico and Central America*

21.12 (a) Technical assistance provided through 10 expert groups, 384 advisory services, 28 training activities and 16 fellowships strengthened the analytical capacity of Government authorities on international integration, economic growth

and employment, social, productive, technological and business development in the agricultural and industrial sectors, including sustainable development, poverty, equity, gender, disaster evaluation and vulnerability of 25 countries, 22 United Nations organizations, 28 multilateral and regional clients, 14 networks and international NGOs and 25 universities and research centres. In total, 1,211 Government representatives and stakeholders, including 409 women from 400 institutions from 35 countries, enhanced their capacities in various areas. Feedback received from 483 participants shows that 94 per cent considered the technical assistance provided to be "good", "very good" or "excellent", which is 24 per cent above the target of 70 per cent. Ten disaster evaluations were requested by Member States, resulting in the preparation of reconstruction programmes. As economic and social policy formulation is influenced by multiple national, regional and international actors, their closer participation will be fostered for a more effective discussion on policy options.*

(b) Access to information, analysis and policy advice on international integration, economic growth and employment and social, productive, technological and business development in the agricultural and industrial sectors, including sustainable development, poverty, equity, gender, disaster evaluation and vulnerability, was provided to Government authorities and other stakeholders through the dissemination of 63 publications and reports* to an estimated 980 institutional end-users in 37 countries in the region and in North America, Europe and Asia. A total of 750,000 downloads from the website* were registered, compared with 276,000 previously. A selection of over 1,500 press clippings of the publications was compiled, and 244 institutional users were registered for the Module to Analyse the Growth of International Commerce (MAGIC).* A total of 3,440 visits were received by the web page on institutional capacities in competition policy in Central America. As reflected in the subprogramme's self-evaluation,* information management needs to be strengthened by raising the level of statistical information use and analysis, including its access by end-users.*

(c) Technical assistance, training and the provision of information on intellectual property, the fiscal impact of free trade agreements, environmental cooperation, competitiveness, the impact on sensitive agricultural products and methodologies for evaluating the potential impact of free trade agreements on agriculture and the rural sector and options for public investment were provided to 353 end-users and stakeholders from the countries in the subregion, enhancing their economic, technical and institutional capacity to adjust to rapid changes in the international scene and to maximize the benefits and mitigate the adverse consequences of globalization. Feedback from respondents showed that 95 per cent of the users considered the services and training provided as "good", "very good" or "excellent", compared with the target of 67 per cent. Three countries were assisted in the desegregation of their social account matrices to further develop their computable general equilibrium models, and 344 new institutional users were registered for the MAGIC software,* allowing them to evaluate patterns of trade and export competitiveness in the United States of America.*

(d) Following ECLAC technical assistance, 12 changes were detected in the regulatory frameworks in the energy sector occurring in the receiving countries, attesting to the facilitation of the formulation and review of policies on productive restructuring. Policy-oriented analyses were developed for and used by nine countries to change regulatory frameworks in the energy sector. The feedback received reflects the satisfaction of at least 23 beneficiaries with the quality and usefulness of the advice and services provided. The technical inputs provided by

ECLAC influenced the adoption of the Energy Emergency Plan by the energy ministers and Presidents of Central America in response to the rise in oil prices and its consequences for the subregion.*

(c) Technical expertise and facilitation of the design of policies for efficient energy use were strengthened through 25 requests fulfilled for technical cooperation on the economic and social impact of oil price hikes. A total of 28 advisory services, 3 fellowships and 6 training courses benefited more than 177 stakeholders from 36 institutions and 8 countries. Some 96 per cent of the feedback received rated the services and training as "very good" or "excellent". Progress was achieved in negotiations on new laws for biofuels in four countries.*

Subprogramme 12
Subregional activities in the Caribbean*

21.13 (a) The capacity of member States to develop and implement evidence-based social policies and programmes integrating gender analysis at the formulation, implementation and evaluation phases has increased through the training of 125 Government officials (4 per cent above the target) from 13 countries, 6 United Nations agencies and 4 regional and subregional institutions. Support for the development of national gender policies was provided to 13 countries. Technical advice offered on the gender impact assessment of Hurricane Ivan in Grenada was utilized to review Hurricane Emily and was the subject of a joint meeting of the United Nations Development Fund for Women and the Caribbean Disaster Emergency Response Agency.

(b) Awareness of the new concepts of development and their potential impact on the sustainable development process for small island developing States was increased through the response to more than 160 requests for technical assistance and the provision of information, including the dissemination of 67 substantive documents, seven national disaster assessment reports and two training manuals. The capacity of 475 stakeholders from 11 countries was enhanced in social and economic aspects, including an analysis of non-independent countries of the region. At least 18 policy recommendations were implemented in line with the policy advice provided compared with the target of 15. Fewer but more strategic outputs would allow greater relevance to the needs of clients. A multidisciplinary approach and collaboration among units in studies and technical assistance must be pursued for a fuller analysis of topics.

(c) Enhanced capacities of member States to utilize new and emerging scientific information in response to the Barbados Programme of Action for the Sustainable Development of Small Island Developing States was evidenced by the increase in the number of visits to the Caribbean Knowledge Management Centre website* from 1,496 to 63,017. Documents produced were cited in publications of international organizations, official reports of member States and the media. Through the establishment of science and technology councils in 15 countries, training was provided in the use of science and technology indicators. A total of 120 requests for technical assistance were responded to. Feedback mechanisms to respond to the needs of member States need to be improved.

Section 22
Economic and social development in Western Asia*

Highlights of programme results

The Economic and Social Commission for Western Asia achieved progress in its four priority areas of management, namely: (a) water and energy; (b) social policies; (c) globalization; and (d) technology. The Commission also made progress in three cross-cutting issues: (a) the advancement of women; (b) statistical capacity-building; and (c) the provision of assistance to countries emerging from conflict. ESCWA intensified its efforts to further improve the quality of its analytical work. Some progress in this regard was evidenced by the external peer reviews and the wide media coverage of the flagship publication *Survey of Economic and Social Development in the ESCWA Region*. Also, ESCWA was instrumental in the joint efforts of the United Nations agencies in preparation of the Millennium Development Report in the Arab Region, 2005.*

With regard to managing water and energy, ESCWA continued to actively support member countries' efforts to adopt the Johannesburg Plan of Implementation for integrated water resources management. Also, in cooperation with the joint secretariat with the League of Arab States and UNEP Regional Office for Western Asia, ESCWA was instrumental in reaching a common Arab position for the thirteenth session of the Commission for Sustainable Development and in making preparations for the fourteenth session.

ESCWA provided a forum for regional trade officials and ministers to coordinate their negotiation positions prior to the sixth ministerial conference of the World Trade Organization. More broadly, the Commission cultivated efforts to strengthen the integration of regional trade and transport. The Agreement on International Railways in the Arab Mashreq entered into force and a memorandum of understanding on maritime transport cooperation in the Arab Mashreq was signed.

With respect to the cross-cutting priority of strengthening the role of women in national decision-making, notable achievements of the Economic and Social Commission for Western Asia include its support for women's participation in the drafting committee for the Iraqi Constitution, as well as its training of 309 Saudi women working in social welfare organizations. The project to activate the role of women NGOs in Saudi Arabia was commended for excellence by the UN 21 Awards high-level panel.

Assistance to conflict-stricken countries focused on capacity-building and networking. The ESCWA project, Iraq Networking Academies, involved the establishment of four regional networking academies and related training courses, and won the Against All Odds Award for 2005 by Cisco Systems, Inc. ESCWA was a co-organizer of the

* Further information is available online.

Arab International Forum on Rehabilitation and Development in the Occupied Palestinian Territory, at which a Palestinian consensus on a vision for rehabilitation and development was articulated. The vision was incorporated in the medium-term development plan (2006-2008) of the Palestinian Authority.

In the area of information and communication technology, an initiative of the ESCWA leadership led to the establishment of an Arabic domain name task force whose work was endorsed by the pan-Arab working group of the League of Arab States.

ESCWA contributed to improving national capacities in the production of valid, comparable and harmonized statistics as a means for policy formulation. In particular, ESCWA developed a set of 27 indicators to monitor different aspects of the Millennium Development Goals. It also conducted training for statisticians working in the areas of energy, trade, migration, price statistics and national accounts.

Further details of programme results are available in the report of the Executive Secretary on the activities of the Commission (E/ESCWA/23/5 and E/ESCWA/23/5 (Part I)) and on detailed highlights of programme results.*

Challenges, obstacles and unmet goals

The critical situation in the region, especially in Iraq and the Occupied Palestinian Territory, left its impact on the Commission's programme of work. In addition, the incidents in Beirut between mid-February and December 2005 resulted in delays in the implementation of outputs, owing to the need to reschedule a number of meetings away from Beirut and the closure of the office on two occasions. An identified challenge is the need to supplement analytical work with operational activities to increase the impact of the work of ESCWA. An increase in the scope of work can be achieved through the development of strategic partnerships with other United Nations entities and regional organizations. The need to promote knowledge-sharing, including increased electronic dissemination of publications, reports and technical material to reach a wide range of end-users and stakeholders, is another challenge, which will necessitate the development of an information technology strategy and investment plans to enhance the capacity of the ESCWA Internet loading system and the redesign of the web page. The expected accomplishment under subprogramme 3, to improve the availability to member countries and business associations of relevant data and analysis of productivity and productivity trends, was not met owing to the unavailability of data on production statistics in ESCWA member countries. The report of OIOS on its inspection of ESCWA (A/61/61) provided 20 recommendations for programmatic and managerial improvements.

Output implementation rate

The above-cited results are based on the implementation of 89 per cent of 220 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 22)).

Executive direction and management

22.1 (a) The level of output delivery reached 90 per cent for the biennium, thus signalling that the programme of work is effectively managed and supported by staff and financial resources. Compensating for the constraints on output completion imposed by the instability in Beirut between February and December 2005, output delivery increased significantly towards the end of the biennium, supported by the timely recruitment and deployment of staff. ESCWA improved the recruitment time for Professional posts from an average of 190 days to an average of 146 days, although this number is still higher than the recommended target of 120 days set by the Office of Human Resources Management.

(b) Three current priorities and emerging issues in the Western Asian region were identified by the secretariat and brought to the attention of member States at the Commission session in 2005.* They are peace and security and their impact on economic and social development, the achievement of the Millennium Development Goals in ESCWA member countries and social policies in ESCWA member countries. Three high-level round tables culminated in the adoption of the Damascus declaration on the realization of the Millennium Development Goals and two resolutions on social policies and development and regional cooperation under unstable conditions.* Thirteen other resolutions tackling diverse salient issues of concern to the region were also adopted by the Commission and brought to the attention of the Economic and Social Council. Moreover, eight member countries adopted and signed the Memorandum of Understanding on Cooperation in the Field of Maritime Transport in the Arab Mashreq.*

(c) In terms of the timely deployment of operations to the field, the average time required to respond to requests for services of regional advisers was reduced to five working days, representing an improvement of two working days from the 2002-2003 biennium. However, factors such as the nature (multidisciplinary/single discipline), requirements/stipulations and cost of implementing requests received can influence this average. ESCWA received 403 requests from member countries and regional and international organizations for regional advisory services in the areas of social development, science and technology, world trade, communications, water, environment, energy, national accounts and gender. ESCWA implemented 85 per cent of the requests, representing a 60.5 per cent increase over the previous biennium.*

(d) Several activities were undertaken to enhance policy coherence in the management of the activities of the United Nations in salient socio-economic development issues. The regional coordination group serves as a mechanism for enhancing policy coherence and coordination of the social and economic activities

of the United Nations system in the ESCWA region. One outcome of collaboration efforts was a joint United Nations report entitled "The Millennium Development Goals in the Arab region 2005" (E/ESCWA/SCU/2005/3/Rev.1), which covered 22 Arab countries and constituted a substantial basis for future inter-agency coordination. Other accomplishments resulting from inter-agency collaboration include the annual report on the economic and social repercussions of the Israeli occupation on the living conditions of the Palestinian people in the Occupied Palestinian Territory, the implementation of eight projects at the regional and interregional levels, the Arab-International Forum on Rehabilitation and Development in the Occupied Palestinian Territory: towards an Independent State,* the second regional preparatory conference for the World Summit on the Information Society on a partnership for building the Arab information society, the Arab Population Forum* and the articulation of joint initiatives for partnership with entities comprising the Executive Committee on Economic and Social Affairs. Considerable strengthening of coordination and follow-up of decisions is required by the regional coordination group.

Subprogramme 1
Integrated management of regional resources for sustainable development

22.2 (a) An increase in the ability of member countries to formulate integrated policies for the efficient and sustainable management of water and energy sectors, with due consideration of the needs and role of women was evidenced by the adoption of new integrated water resources management* measures by seven institutions (mainly ministries of water resources and irrigation) in four countries, compared with four institutions in 2003. This number represents an increase of 75 per cent, although the target of 10 institutions was not reached. Demand for the ESCWA manual on integrated water resources management increased, and the training of trainers on that issue was conducted in 13 ESCWA countries, four North African Arab countries and the Sudan. Greater use of the ESCWA website* and of the Arab Integrated Water Resources Network* resulted in increased national and regional knowledge-sharing. Two ministries (Lebanon and Saudi Arabia) adopted energy conservation policies and formulated projects for their application, compared with one ministry in 2003. Three other ministries (Egypt, Kuwait and the Syrian Arab Republic) adopted initiatives towards the use of cleaner fuels, and two others (the United Arab Emirates and Yemen) are implementing new renewable energy projects. In addition, 35 Yemeni officials were trained on photovoltaic systems design, installation and operation.

(b) Increased regional cooperation in the management of shared surface and groundwater and energy networks was evidenced by an increase in the number of member institutions of the Arab Integrated Water Resources Network from 15 to 65 through the advocacy and outreach work of ESCWA, and by Saudi Arabia joining the Regional Promotional Mechanism for Sustainable Energy Systems, bringing the total membership to 13 countries and achieving the set target.*

(c) An increase in the capacity of member countries in the formulation and implementation of policies and policy measures for sustainable development was promoted in three areas: (i) providing support to the implementation of the Arab initiative and the implementation of outcomes of the World Summit on Sustainable Development, environmental ministries and institutions in the 13 member countries adopted guidelines on the integration of environmental dimensions into

development policies, meeting the target; (ii) improved coverage by Arab journalists of environmental issues was encouraged and increased awareness of policymakers on the importance of public participation in environmental issues and greater access to related information was highlighted; and (iii) awareness-raising and capacity-building of 86 stakeholders from 13 ESCWA countries on rural development, reversing land degradation and improving on-farm water-use efficiency, as evidenced by the stakeholders' feedback on assessment questionnaires.

(d) In support of enhanced national capacities for improving productivity and competitiveness and in improving the performance of small and medium-sized enterprises with a view to reducing poverty, ESCWA diagnostic studies on apparel manufacturing clusters in Jordan and Lebanon revealed increased awareness among small and medium-sized enterprises of opportunities created by joint action to improve competitiveness and demonstrated the important role of networking in improving the performance of small and medium-sized enterprises. Two field projects in Lebanon and Morocco contributed to local cluster initiatives to support the competitiveness of small and medium-sized enterprises. In south Lebanon, the pilot project on the development of the honey sector led to improved collaboration between beekeepers, which led to new production techniques, better harvests and additional income. Additionally, ESCWA helped a small cluster of dyeing and washing firms in the area of Casablanca (Morocco) to jointly finance and operate a wastewater treatment facility, thereby reducing costs and improving their environmental performance.*

Subprogramme 2
Integrated social policies

22.3 (a) Through awareness-raising, advocacy, knowledge-sharing and the comprehensive regional report entitled "Towards integrated social policies in Arab countries: framework and comparative analysis",* the concept of integrated social policies that incorporate advantageous cultural values was promoted. Five member countries requested assistance either in formulating a suitable national strategy on integrated social policies and plans or in determining the mechanisms for doing so. ESCWA signed a memorandum of understanding with Bahrain to provide policy advice and technical support in this area.

(b) Networking mechanisms for social development among partners and actors in the development process at the regional, national and local levels were fostered through ESCWA assistance to the conflict-stricken areas of Iraq and Palestine through management training workshops and the implementation of the Iraq Networking Academies project.* The Arab International Forum on Rehabilitation and Development in the Occupied Palestinian Territory,* organized in cooperation with the Palestinian Authority and the League of Arab States, succeeded in articulating a Palestinian consensus on a coordinated vision for rehabilitation and development, which constituted the basis for the Palestinian Mid-Term Development Plan (2006-2008). The Forum launched a multilateral process to enhance Arab-Palestinian partnerships and helped to forge networking arrangements between Palestinian NGOs and Arab and international counterparts. The capacity of the staff of the Palestine Standards Institution and government and private sector institutions was enhanced regarding standardization, technical regulations and inspection, through the conduct of three workshops in 2005 with a total of 80 participants. Networking mechanisms between Governments and civil society

institutions were increased by facilitating the formation of six new joint committees (1 in Jordan, 3 in Lebanon and 2 in the Syrian Arab Republic), which is double the target. The number of local and regional NGOs participating in community development work increased from 15 to 23, exceeding the target of 20. ESCWA community development projects culminated in the adoption of a resolution by the Arab Council of Ministers of Social Affairs (December 2004), which incorporated the policies and programmes on local community development of ESCWA.

(c) The number of members adopting a gender mainstreaming approach in national policies increased from three in 2003 (Egypt, Jordan and Palestine) to five in 2005 (Iraq and the Syrian Arab Republic), thereby meeting the target. The United Arab Emirates and Oman acceded to the Convention on the Elimination of All Forms of Discrimination against Women, bringing the total to 18 Arab countries. The work of ESCWA resulted in the adoption of the Beirut Declaration (July 2004),* which maps the road for the national machineries for women in the next decade. Women's political participation in Iraq reached the highest level in the region, with women winning 86 seats (31.5 per cent) in the 2005 parliamentary elections. A total of 22 out of the 87 women members of Parliament and 17 out of the 55 members of the drafting committee of the constitution have participated in a series of ESCWA workshops. ESCWA also contributed to the establishment of two regional networks for women: the Arab Network for Women in Science and Technology in Bahrain and the Arab Women's Information and Communication Technology Network in Egypt.

(d) The improved capacity of policymakers in formulating poverty reduction policies, measures, mechanisms and programmes to implement projects aimed at providing the population with opportunities for productive employment was evidenced by the adoption of three recommendations on poverty and unemployment at the fifth session of the NGO Committee on Social Development, thereby meeting the target. ESCWA succeeded in building the capacity of 309 Saudi women working in social welfare organizations under two pioneering projects to enable Saudi women to join the labour market and to activate the role of women NGOs in Saudi Arabia. ESCWA training manuals on the principles of NGOs management and on vocational skills were disseminated to women NGOs. Two websites focusing on advocacy to empower disabled persons and youths, Net Forum for the Blind* and Arab Youth Directory,* were launched. Both websites saw an increase in the number of monthly hits from 3,000 to 8,600 between 2004 and 2005 for the Net Forum for the Blind and from 2,500 hits per month in December 2004 to 33,700 hits by the end of 2005 for the Arab Youth Directory. The Braille Computer Centre at the Al Hadi Institution for the Deaf and Blind (Lebanon) became self-sustaining, thereby benefiting 110 blind and visually impaired persons.

(e) The improved ability of policymakers to address, in their strategies, population issues and critical issues with regard to good urban governance and security of tenure was addressed through advocacy efforts which contributed to the adoption of integrated approaches for formulating population policies in three additional countries (Oman , Qatar and the Syrian Arab Republic), thus meeting the planned target. This issue was also addressed through the urban initiatives adopted by Governments to integrate the concepts of secure tenure and good urban governance, which increased from zero to nine, almost five times the target. Moreover, nine cities in the region promulgated decrees for the establishment of local urban observatories.*

Subprogramme 3
Economic analysis and forecasting for regional development

22.4 (a) Feedback from end-users on the benefits derived from ESCWA activities concerning the utilization of macroeconomic variables and trends and main trends in the production sectors of the economy was actively sought, and reflected a 20 per cent increase in the rate of satisfaction. For the workshop on the role of indebtedness in development, the target satisfaction rate of 50 per cent of participants was achieved, as 87 per cent of the respondents to the questionnaires indicated that they had benefited from the workshop. A more targeted readership survey is being prepared for 2006. The peer review process is being strengthened to further improve the quality of the outputs and to increase interactions with regional stakeholders. The high rating from participants indicated the effectiveness of the workshop in fostering the impact of analytical studies.

(b) The flagship publication, *Survey of Economic and Social Development of the ESCWA Region*,* promoted the availability, accessibility and analysis of economic and financial data and indicators, including on regional integration. Special focus was placed on the estimation and dissemination of four major indicators (GDP growth rates, per capita GDP growth rates, gross oil export revenues and international trade). The launches of both the *Survey* and the *Summary of the Survey 2003-2004* were covered by various media (television and newspapers) of the region, including quotations of the main conclusions. The electronic dissemination of the publications resulted in an increased readership, as reflected by about 5,000 downloads.

(c) Improved availability to member countries and business associations of relevant data and analysis of productivity and productivity trends could not be reported on because of the unavailability of data on production statistics in ESCWA member countries. Two outputs on annual indices of production that were linked to this expected accomplishment were terminated.

(d) Analytical studies and forecasts of macroeconomic issues contributed to improving the knowledge and capacity of member countries to assess their comparative economic situations at the regional and international levels, and improved the capacity of decision makers in member countries for timely intervention. Seven essential scenarios were developed and disseminated, an increase of more than threefold over the target. The third issue of *Global forecasts and predictions for the ESCWA region* (E/ESCWA/EAD/2005/8) analysed the determinants of GDP growth in the countries under review and determined the levels of public expenditure that would allow optimal GDP growth. Two issues of *Economic Trends and Impacts** analysed developments in the financial systems in the region with regard to the revised capital requirements of the "International convergence of capital measurement and capital standards: a revised framework", commonly known as Basel II, and the lending behaviour and efficiency of the banking sector. Moreover, ESCWA issued two technical papers entitled "The world economic situation and prospects: analysis and forecasts for Western Asia"* that provided an early projection of economies in the region in 2004 and 2005.*

Subprogramme 4
Regional integration and responding to globalization

22.5 (a) The Agreement on International Railways in the Arab Mashreq entered into force, and ESCWA efforts resulted in the signing of a memorandum of understanding on maritime transport cooperation in the Arab Mashreq,* thus facilitating the transboundary flows of goods, services, persons and capital among member countries. Follow-up with member countries continued on the implementation of the agreement on international roads and on national and regional transport facilitation measures, including through the establishment of committees on national trade and transport facilitation. The relevance of the Commission's work in the fields of transport and trade facilitation was recognized by the Council of Arab Transport Ministers of the League of Arab States, which decided to consider the expansion of the ESCWA concept of an integrated transport system and agreements on road and railways to all Arab countries.

(b) Increased awareness among member countries of the challenges to their economies and opportunities created by the new regional and international trading systems was facilitated by assisting in creating a regional agenda for trade and globalization on the political level in providing a forum for officials at the fourth session of the Technical Committee on the Liberalization of Foreign Trade and Economic Globalization in the countries of the ESCWA Region. This contributed to the coordination of the negotiating positions of member countries at the sixth ministerial conference of the World Trade Organization (WTO). A specialized website provided updates, technical briefings and major documents in Arabic. A total of 696 participants from member countries attended capacity-building activities and seminars conducted by ESCWA. Of that number, 69 participants were women, compared with 25 previously, which is close to the target of 70. High-level officials constituted 31 per cent of attendees. The contribution of ESCWA was also manifested in the number of accessions to related international conventions and laws issued in compliance with the requirements of the World Trade Organization agreements, which amounted to 14 laws in seven countries (Bahrain, Egypt, Jordan, Oman, Qatar, Saudi Arabia and the United Arab Emirates) and Palestine, compared with six laws in four countries in 2003.

(c) ESCWA followed up on the implementation of the International Conference on Financing for Development by assessing the progress made by member countries in the implementation of the Monterrey Consensus through two studies and an expert group meeting, thus aiming to increase the attractiveness of member countries for domestic, intraregional and foreign investment. ESCWA thus contributed to the adoption of seven policy measures to facilitate foreign direct investment in four countries, exceeding the target of three. Three countries opened up certain sectors of their economies for foreign direct investment. The Development Account project on strengthening expertise and networking on foreign direct investment, implemented in partnership with UNCTAD, assisted five member countries in establishing national databases that measure and monitor the inflow of foreign direct investment and in providing data collection and software skills to 150 officials. The success of the project led to requests for replication, whereby assistance was provided to three additional member countries not included in the original project, bringing the total number of trained officials to 254.*

(d) In order to assist with increasing the export capacity of member countries, ESCWA focused on intraregional export through monitoring the fulfilment by member countries of the scheduled implementation steps of the Greater Arab Free Trade Area (GAFTA). The number of procedures, policies and measures implemented by member countries in compliance with GAFTA doubled to four by December 2005. The ESCWA report entitled "Annual review of developments in globalization and regional integration in the countries of the ESCWA region" informed member countries about the latest developments at the regional level, thereby contributing to the improvement of their position in the multilateral trading system negotiations.

Subprogramme 5
Information and communication technology for regional integration

22.6 (a) The increased response of member countries to integrated information and communication technology policies, strengthened institutional capacities and regulatory framework in the development process was supported by follow-up to the outcome of the World Summit for the Information Society. Seven countries, one more than the target, committed themselves to the implementation of the Plan of Action of the Summit, and others indicated that they would commit to the implementation of the Plan of Action and the Tunis Agenda early in 2006. The ESCWA regional plan of action* for building the information society constituted an important milestone in the implementation of the Summit's recommendations and provided the basis for the Arab Plan of Action for the World Summit for the Information Society. Nearly 65 per cent of the projects included in the Arab Plan originated from the regional plan of action.*

(b) Through ESCWA activities, key stakeholders in the region increased their knowledge and awareness of various issues involved in improving connectivity in and between member States, such as affordability, sector reform, regional peering and unified standards. Five countries were assisted in formulating information and communication technology policies to improve telecommunications infrastructure, networks and services, exceeding the target of four countries. The Arabic domain name system initiative, which targets common information and communication technology standards, a prerequisite for improved connectivity, was promoted and led by ESCWA.

(c) Two main initiatives contributed to promoting wider utilization of information and communication technology applications in socio-economic fields, namely, the knowledge management project for the Dubai municipality and the Iraqi Networking Academies project. Advisory services provided to the Dubai municipality led to the preparation of a project on knowledge management in the municipality. Within the Iraqi Networking Academies project, ESCWA provided training for 12 trainers from four Iraqi universities, delivered equipment for the establishment of four regional networking academies and six local networking academies and conducted training courses in three universities for 20 participants in each course. The Cisco/ESCWA networking academy Iraq project was selected as the winner of the Against All Odds award for 2005.

(d) To promote the role of information and communication technology in increasing the competitiveness of enterprises and improved access to information and communication technology, two field projects were initiated that put forth a

business model aimed at empowering individuals and supporting community development. The three Multi-purpose Technology Community Centres provided training for 279 participants on basic computer skills as a measure to increase employment opportunities. The Multi-purpose Technology Community Centres model is being replicated with minor modifications in Iraq, the Syrian Arab Republic and Yemen. Additionally, a website* was developed that provides information on available projects aimed at increasing employment and reducing poverty for stakeholders as well as for the Governments of ESCWA member countries.

(e) Improved availability, accessibility and usage of national and regional data and information in socio-economic fields was evidenced by the adoption by the member countries of a list of information and communication technology indicators that were endorsed by the global partnership on measuring information and communication technology for development. ESCWA built the capacity of national statistical officials and other users through a workshop on information society measurements. At the global level, in recognition of its role in this area, ESCWA was requested to draft the section concerning information and communication technology topics of the global United Nations Principles and Recommendations for Population and Housing Censuses for the 2010 round, covering 2005-2010.

Subprogramme 6
Comparable statistics for improved planning and decision-making

22.7 (a) Five measures aimed at improved national capacity for the production and dissemination of quality statistics were adopted at the sixth session of the Statistical Committee* by the 13 ESCWA member countries, covering population and housing censuses, trade in services, information society indicators, the application of the System of National Accounts (SNA 93) and the Millennium Development Goals. ESCWA workshops and other activities contributed to improving knowledge and skills on merchandise trade statistics, social indicators, the production of comparable social statistics, energy statistics, international economic and social classifications and migration statistics.

(b) Improved capacity of member countries for the implementation of comparable national accounts was evidenced by the fact that by the end of 2005, 11 ESCWA member countries were applying the SNA 93 standard, albeit to varying degrees. The annual publication on national accounts studies included updated indicators on GDP at current and constant prices. ESCWA continued to build the capacity of member countries in collecting and producing purchasing power parities adjusted price index for comparing GDP statistics. Currently, 11 member countries are benefiting from the International Comparison Programme by receiving advice and training on the implementation of international statistical standards and relevant software. Through five regional workshops and four national coordinator meetings, ESCWA improved the knowledge and skills of 35 official statisticians working in price statistics and national accounts who were acquainted with the three modules of the International Comparison Programme ToolPack Software. Continuous communication and follow-up with countries and support-building at high decision-making levels is needed to achieve the adoption of international statistical standards.

(c) The target of a 20 per cent increase in the coverage of sectoral indicators on energy and water was met, thereby helping to improve the capacity of member

countries for the production and utilization of sectoral statistics and indicators to measure productivity and efficiency. The ESCWA Statistical Information System* includes six modules containing sustainable development statistics of importance to international conferences and summits, although most of the System remains under construction. A total of 10 out of 13 ESCWA countries implemented the International Classification of Industrial Activities standard, with three countries providing input to the Arabic version. All ESCWA member countries adopted the Harmonized Commodity Description and Coding System in their merchandise trade statistics. This resulted in an improvement in the availability and the quality of trade data published by ESCWA, as reflected in the External Trade Bulletin. One of the lessons learned was that the availability of manuals and handouts in the Arabic language increased the usefulness of the training and enhanced discussions and more active participation. The full functionality of the ESCWA Statistical Information System is the highest priority.

(d) The increased production and utilization by member countries of a core of social indicators needed for monitoring social development policies is evidenced by the increased capacity of national statistical offices to collect and produce social statistics based on international concepts and classifications and by the development of a set of 27 indicators, which were adopted by all member countries. That number is more than double the target of 12 indicators. The indicators were organized and stored by ESCWA on the social statistical information system, and greater emphasis should be placed on enhancing their electronic dissemination. The accessibility and efficiency of the system needs to improve, and it should be made available online.

Section 23
Regular programme of technical cooperation*

Highlights of programme results

The regular programme of technical cooperation continued to serve as an instrument available to the United Nations Secretariat for helping to build the capacities of developing countries to achieve internationally agreed development goals, including the Millennium Development Goals. The programme was used to meet the needs of Member States for specialized advice and training in such areas as social development, ageing, youth, the disabled, women and gender development, sustainable development and the environment, governance, trade and investment, globalization, conflict resolution and recovery, housing, humanitarian affairs, human rights, drugs and crime. At the same time, the United Nations regional commissions undertook technical cooperation activities targeting regional development priorities, with an increasing emphasis on reducing both poverty and inequalities.

Further details of programme results are available in the review of the regular programme of technical cooperation and the Development Account (A/59/397).*

Challenges, obstacles and unmet goals

Improved programmatic collaboration in the context of the Executive Committee for Economic and Social Affairs and better management practices in the member entities place greater emphasis on programme planning and reporting on the activities of the regular programme of technical cooperation to ensure the delivery and verification of results. Reporting arrangements have evolved during the biennium to better support the intergovernmental review process.

The programme registered improved utilization of technical, interregional and regional advisers in the provision of services to Member States. Enhanced efforts within entities, in collaboration with other partners and stakeholders, helped reduce gaps between the work under the programme and the agendas of the implementing entities arising from the normative process. The turnover of advisers has also improved, thereby allowing for an inflow of up-to-date expertise, particularly in areas related to new programme responsibilities. Further improvements in the programme depend on the pace and quality of the introduction of results-based approaches, especially the use of the logical framework for the design, monitoring and follow-up of technical cooperation activities.

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 23)).

* Further information is available online.

23.1 Two expected accomplishments relate to programme delivery overall, rather than to the individual expected accomplishments associated with particular implementation modalities or subprogrammes. However, for ease of presentation, results are located under the implementing programme, and the analysis here is different from other parts of the programme performance report. The Department of Economic and Social Affairs coordinated the preparation of results under the regular programme of technical cooperation.

23.2 The two approved expected accomplishments were:

(a) Increased awareness and knowledge of internationally recognized standards and best practices in selected sectors in developing countries and countries with economies in transition;

(b) Strengthened capacity of developing countries and countries with economies in transition to formulate and implement policies for capacity-building and technical innovations having a significant impact on the development process in line with the decisions emanating from global conferences, the United Nations Millennium Declaration and/or from United Nations legislative bodies.

Sectoral advisory services

Economic and social affairs

23.3 As part of its effort to promote policy change and strengthen institutional capacities, the Department of Economic and Social Affairs fielded 215 advisory missions to 55 member countries and organized 49 workshops attended by 671 participants. A total of 23 countries directly benefited from regional training activities for Government officials responsible for implementation of and reporting under the Convention on the Elimination of All Forms of Discrimination against Women. Those workshops contributed to increased reporting by States parties to the Convention. Technical cooperation advice from the Department of Economic and Social Affairs also facilitated the development of youth policies in Ghana, Indonesia, Malawi and Uganda.

23.4 Workshops and advisory services on Millennium Development Goal indicators contributed to an increase in the number of Millennium Development Goal country reports from 63 in 2003 to 155 in 2005, with 85 per cent of national statistical offices participating in the process. Workshops on legal and regulatory frameworks for the energy, water and sanitation sectors raised awareness of the progress that can be made in reducing poverty and achieving the Millennium Development Goals through reform of those sectors.

23.5 The International Conference on Engaging Communities, which was held in Brisbane, Australia, from 14 to 17 August 2005, and which received support from the regular programme of technical cooperation, attracted more than 2,200 delegates from 50 countries and generated more than 700 examples from more than 40 countries on a broad range of community engagement issues. The Africa Regional Forum on Reinventing Government, held in Johannesburg, South Africa, from 17 to 19 January 2005, adopted a declaration that resolved to transform the public sector into a citizen-responsive, performance-oriented and development-conscious institution. A workshop funded by the programme facilitated the adoption of the Ibero-American Charter of Public Service in 17 Latin American countries and

further promulgated the internationally recognized principles and standards of civil service in the region.

23.6 Follow-up to workshops and the advisory missions showed that the technical cooperation activities of the Department of Economic and Social Affairs had met the approval of Member States, with 97 per cent of 200 participants in five workshops on the gender issue expressing that their understanding of gender equality had improved. Statistical advisory missions to 17 countries received an average rating of 4.3 out of a maximum of 5. Evaluations indicate that 62 per cent of the recommendations made by the advisers to national statistical offices had been implemented within the year that the mission was undertaken.*

Trade and development

23.7 With funding from the regular programme of technical cooperation, UNCTAD provided technical assistance related to the evolving rules that regulate international trade and investment. UNCTAD interregional advisers helped strengthen national capacities by rendering expertise and organizing activities related to: (a) the Integrated Framework for Trade-related Technical Assistance to Least Developed Countries, which aims at mainstreaming trade in the national development and poverty reduction strategies; (b) investment policy reviews; and (c) support to the national investment promotion agencies of 147 countries.

23.8 In 2005, an independent in-depth evaluation* of UNCTAD training courses noted that their record was very positive.*

Human settlements

23.9 The regular programme of technical cooperation contributed to the increase of awareness and knowledge of Habitat Agenda partners in the areas of adequate shelter and sustainable urban development, with a total of 27 advisory missions undertaken.

23.10 The programme provided central and local governments and their partners with the methodologies, guidelines and tools to formulate and implement policies in the areas of housing and upgrading of slums, local leadership and integrated territorial development. For example, UN-Habitat documented and disseminated a specific approach to address the issue of dilapidated social housing in countries in transition and with emerging economies.*

Crime prevention and criminal justice
International drug control

23.11 Thirty advisory missions were undertaken to provide on-site operational support and legal assistance in international drug control, crime prevention and criminal justice reform and anti-terrorism. The regular programme of technical cooperation supported the organization of 19 national and regional training workshops in 17 countries and several study tours for officials of least-developed and developing countries, reaching more than 1,200 participants from 70 countries. Several programme activities resulted in the adoption of legislation and/or the ratification of international conventions. Afghanistan received priority assistance for the fight against drug trafficking, with advice and legislative drafting assistance provided on amendments to the Drug Control Law and the Afghan Law on

Organization of the Courts. Other examples of legislative change following advisory activities of the programme include the enactment by Guinea-Bissau of anti-money-laundering legislation, the adoption by Brazil of laws on international cooperation and organized crime, and the enactment by Paraguay of anti-terrorism legislation.*

Human rights

23.12 With funding from the regular programme of technical cooperation, OHCHR carried out more than 35 advisory missions to over 20 countries, thereby strengthening national and regional capacity and infrastructure for the promotion and protection of human rights in areas such as reporting to treaty monitoring bodies, strengthening the administration of justice, combating racial discrimination, establishing human rights education programmes, developing transitional justice systems and integrating human rights into development programmes. OHCHR organized five regional workshops on reporting to treaty monitoring bodies and follow-up to their recommendations, regional cooperation in the field of human rights, human rights education and the administration of justice. Those training events contributed to an improvement in the quantity and quality of reports submitted by Member States to United Nations human rights treaty monitoring bodies.*

Humanitarian assistance

23.13 With programme funding, the Office for the Coordination of Humanitarian Affairs provided advisory assistance and training to strengthen the capacity of Governments to review, develop and enhance national contingency plans in emergency-affected countries. Training courses focusing on the harmonization of disaster/emergency assessment and coordination approaches and on established standards and recognized procedures, along with a series of technical workshops, strengthened information-sharing and the knowledge network between affected countries.*

Regional and subregional advisory services

Economic and social development in Africa

23.14 ECA conducted 38 workshops and seminars for about 750 participants and provided advisory services to 31 countries on issues related to internationally recognized standards and best practices in selected sectors.* About 67 per cent of respondents to evaluation questionnaires stated that those activities were relevant in addressing current and emerging issues related to the Millennium Development Goals and NEPAD.

23.15 Issue-oriented programmes of ECA assisted in the development and launching of the African Water Development Report process and the setting up of the African Water Information Clearing House as an authoritative mechanism for monitoring progress made in the development of water resources.*

23.16 In the area of information and communication technology, ECA workshops and advisory services contributed to the increase in the number of countries designing and finalizing national information and communication infrastructure plans and strategies.

23.17 In the area of trade, ECA provided technical backstopping to the World Trade Organization African Group in Geneva on World Trade Organization-related issues of importance to African countries within the framework of the Doha Round.*

Economic and social development in Asia and the Pacific

23.18 A total of 146 advisory missions funded by the regular programme of technical cooperation were undertaken by ESCAP, of which 74 per cent targeted least developed countries, landlocked developing countries and small island developing States and economies in transition, 58 per cent provided direct policy advice to member States, 31 per cent focused on needs assessments and situation analyses and 11 per cent assisted member States. Advisory services enabled a rapid response to needs for sectoral advice to assist in the tsunami recovery process by providing input into strategy development for the rehabilitation and reconstruction efforts for tsunami-affected countries.

23.19 Programme activities provided an opportunity for various capacity-building initiatives to add value to the normative and analytical work of ESCAP. Capacity-building of member States in policy formulation, implementation and programme monitoring was supported through the implementation of 48 results-based training activities and workshops involving more than 1,030 participants from member States. A total of 80 per cent of participants reported that the activities had completely met expectations and had been of direct relevance to their work.*

Economic development in Europe

23.20 A total of 186 advisory missions were undertaken by ECE in the areas of environment, transport, trade facilitation, sustainable energy and statistics. Additional technical cooperation activities contributed to 60 new ratifications of the 5 regional environmental conventions and the related 12 protocols. As a result of training workshops and advisory missions, statisticians in the region increased their knowledge of international statistical standards and best practices, especially of the fundamental principles of official statistics, statistical legislation, gender statistics, short-term economic indicators and national accounts.

23.21 In the area of trade, as a result of a technical cooperation activity organized by ECE, the Government of Ukraine decided to create a new, specialized body to deal with issues of trade facilitation. In addition, a process was launched which led to the creation of a regional network for trade facilitation involving Armenia, Georgia, Republic of Moldova and Ukraine. Work in the area of sustainable energy contributed to enhancing capacity in the region to implement the United Nations Framework Convention on Climate Change and resulted in the mobilization of resources in support of activities to mitigate the effects of climate change in the region.

23.22 Programme resources contributed to the reinvigoration of the United Nations Special Programme for the Economies of Central Asia* (implemented by ECE jointly with ESCAP), which covers activities on transport, water and energy resources, environment, trade, statistics, information and communication technology for development, gender and the economy.*

Economic and social development in Latin America and the Caribbean

23.23 Through funding from the regular programme of technical cooperation, ECLAC organized and supported the Macroeconomic Dialogue Network, a regional network of central bankers and high authorities of the Ministries of Finance, thus facilitating policy coordination among countries. The programme also contributed to enhancing awareness among policymakers, managers and other important actors in the social sphere on social equity and cohesion and about the severe conditions affecting pension systems in the region. Eleven countries in Latin America and the Caribbean received advice on the fundamental reforms needed to face the challenges posed by the low coverage, high transaction costs and limited investment alternatives affecting pension funds. The programme was pivotal in providing technical support to three countries engaged in the United States/Andean trade negotiations. Sustainability profiles for each country of the ECLAC region were prepared based on a systematic conceptual framework, and a set of indicators of sustainable development and geo-referenced information were developed by ECLAC with programme funding. Haiti was the only country among the least developed in the Latin American and the Caribbean region to benefit from the policy advice provided to formulate long-term development strategies and policy reduction policies as well as from the results of the work of the 19 sectoral tables of the Haiti Interim Cooperation Framework, in eight of which ECLAC performed an active role.

23.24 Beneficiary institutions from nine countries of the region assessed the technical advice of ECLAC on issues related to water law and regulation of water utilities as useful to their efforts to draft new policies and legislation and introduce new institutional arrangements. Programme activities focused on the follow-up by small island developing States to the Barbados Programme of Action for the Sustainable Development of Small Island Developing States and the outcome of the Mauritius International Meeting on Small Island Developing States on promoting the designation of the Caribbean Sea as a special area in the context of sustainable development. In addition, 16 small island developing States in the region have benefited from the sharing of best international practices from other geographical areas with commonalities regarding the legal, political and technical feasibility of establishing a regime for the Caribbean Sea as an enclosed or semi-enclosed sea, according to the provisions of the 1982 Convention on the Law of the Sea. The evaluations of the socio-economic and environmental effects of natural disasters that were conducted in 19 Latin American and Caribbean countries, affected mainly by hurricanes and floods, were used to identify reconstruction needs, formulate reconstruction project profiles and submit requests to international donors in at least five countries in 2004 and three in 2005. ECLAC methodology was the basis for the interregional technical assistance provided to the Asian Preparedness Centre in the aftermath of the tsunami that hit countries in the Indian Ocean basin.*

Economic and social development in Western Asia

23.25 ESCWA conducted 343 advisory missions, an increase of 54 per cent over the biennium 2002-2003. Advisory services supported the formulation of national development plans (including in Saudi Arabia and the Syrian Arab Republic) and sector strategies in the areas of environmental protection and management, information and communication technology, science and development, integrated social policies, gender and family and energy efficiency. The programme also shared

good practices and transferred knowledge on World Trade Organization accession and implementation, road traffic safety, economic classification and information and communication technology indicators and measurement.*

23.26 In cooperation with Cisco Systems, Inc., ESCWA established four regional and six local networking academies at universities in three major cities in Iraq. Based on feedback from 80 per cent of 190 participants in six workshops, ESCWA training was rated as fully or mostly successful, thus building the capacity of Government officials on accession to the World Trade Organization and related issues; land transport statistics as a means for the implementation of the Agreement on International Roads in the Arab Mashreq; and formulation of integrated social policies that take into account the gender perspective and incorporate the Millennium Development Goals.*

Section 24
Human rights*

Highlights of programme results

The United Nations system-wide cooperation framework established under action 2 of the report of the Secretary-General on the strengthening of the United Nations (A/57/387, para. 51) consolidated the incorporation of human rights aspects into development, humanitarian and rule-of-law activities of the Organization. A total of 33 United Nations country teams adopted a human rights approach, including the right to development, as an integral part of their five-year common country programmes. The number of United Nations agencies, funds and programmes and other major international organizations with collaborative arrangements with the Office of the United Nations High Commissioner for Human Rights increased to 22 as compared with 10 in the previous biennium. Geneva-based treaty bodies considered a total of 166 State party reports within an average of 16.2 months after their submission, which is 1.6 months less than in 2002-2003. During the reporting period, the average time taken to review a complaint was reduced from 36 to 32 months. There was no delay in processing communications covered by the 1503 procedure. Human rights monitoring mechanisms, such as special rapporteurs and representatives and expert and working groups that were established under special procedures have been further strengthened. In all, 2,404 urgent appeals and allegation letters were sent, representing an increase of over 70 per cent. Communications were sent to 162 countries, an increase of 35 per cent. The special procedures mechanisms produced over 200 reports and undertook approximately 100 country visits. A survey revealed that 92 per cent of mandate holders had expressed satisfaction with Secretariat support. OHCHR assisted in 45 technical cooperation programmes in the field, including monitoring human rights practices and investigating human rights abuses, and in 27 country projects aimed at strengthening State capacity to fulfil human rights obligations. The 15 human rights components of peace operation missions undertook promotion and protection functions that addressed the causes of human rights violations. OHCHR also provided direct advice and support to United Nations country teams by deploying eight human rights advisers.

Challenges, obstacles and unmet goals

One of the challenges in advancing the right to development is the formulation of more concrete methodological and operational tools for mainstreaming, for which the Office would need further expertise and know-how. Future activities should aim at addressing the practical aspects of the right to development, preferably with a national perspective. The 2005 World Summit supported the OHCHR plan of

* Further information is available online.

action (A/59/2005/Add.3), which envisaged strengthening human rights engagement at the country level. The plan also set forth action points for consideration by the meeting of States parties towards creating a unified standing treaty body.

Output implementation rate

The above-cited results are based on the implementation of 93 per cent of 4,012 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 24) and General Assembly resolution 58/270, annex I).

Executive direction and management

24.1 In terms of the programme of work being effectively managed and supported by staff and financial resources, the vacancy rate decreased from 10 to 6.3 per cent, the implementation rate of mandated outputs increased from 87 to 93 per cent and, the utilization of budgetary resources was at 97 per cent with no significant variance between cost plans and allotments. For the first time, a strategic management plan was formulated which reflected both regular budget and extrabudgetary resources in a programmatic and budgetary framework. A plan of action (A/59/2005/Add.3) was developed and led to the approval by the General Assembly of the doubling of regular budget resources over five years.

Subprogramme 1 (a)
Right to development

24.2 (a) Thirty-three United Nations country teams integrated human rights aspects, including the right to development, into their common country programming framework, the United Nations Development Assistance Framework. Increased efforts by OHCHR to provide training and coordinated support to United Nations country teams contributed to this outcome. A total of 55 mandates relevant to the right to development have been programmed, and 36 mandates were added by the resolutions and decisions adopted by the General Assembly, the Economic and Social Council and OHCHR for the Secretariat to implement. Of those mandates, 99 per cent, including the holding of seminars and workshops, were implemented with the participation and involvement of representatives of United Nations offices, specialized agencies and other international organizations and forums working on the issue. Further advancement in the implementation of the right to development will require strengthening the concept of mainstreaming the issue and more concrete methodological and operational tools based on joint analysis with partners of practical experience and know-how.

(b) To enhance awareness, knowledge and understanding of the right to development, and related gender dimensions, 245,000 copies of publications and other materials were distributed in 119 countries, an increase of 25,000 from 2002-2003. They were also made available through the website.* Sixteen consultations, seminars and workshops included gender dimensions, in particular four regional

consultations on women's right to housing, which contributed to the review of relevant national legislation by legislative bodies.

Subprogramme 1 (b)
Research and analysis

24.3 (a) Twenty-two United Nations agencies, funds and programmes and other major international organizations were engaged in substantive collaboration with OHCHR under bilateral or inter-agency collaborative arrangements, seven more than the target. Such increased cooperation attests to the major strengthening of coordination in the area of human rights across the United Nations system leading to a comprehensive and integrated approach to the promotion and protection of human rights, increasing knowledge, awareness and understanding of human rights issues. The initiatives of the High Commissioner to achieve greater inter-agency collaboration resulted in better integration of human rights into inter-agency and agency-specific policies and programme guidelines.

(b) By the end of 2005, 15 mechanisms were in place to deal with issues relating to economic, social and cultural rights, the promotion of democracy and the rule of law. They included new mandates of the independent expert on human rights and terrorism,* the independent expert on impunity,* the Special Representative of the Secretary-General on the issue of human rights and transnational corporations and other business enterprises,* as well as those relating to the right to truth* and the study on transitional justice, thus meeting the target set for the biennium on strengthened efforts that contribute to wider recognition of economic, social and cultural rights and the promotion of democracy and the rule of law, as well as their gender dimensions.

(c) The number of visitors to the OHCHR website indicated enhanced awareness, knowledge and understanding of all human rights, including the right to development. A total of 135,000 visitors consulted the website and 540,000 visited the various human rights databases* made available on the Internet, resulting in a total of 675,000 visitors as compared with the target of 400,000.

(d) Wider recognition of the rights of women, children, persons belonging to minorities, migrant workers, indigenous people, persons with disabilities and persons with HIV/AIDS, and strengthening the protection of vulnerable groups was addressed in two consultative meetings on the basic principles and guidelines on the right to a remedy and reparation (E/CN.4/2005/59), a workshop on the principles to combat impunity, an expert seminar on democracy and the rule of law,* an expert workshop on the right to the truth and workshops on transitional justice issues in Afghanistan, Jordan and Liberia.

(e) Efforts to eliminate racism, racial discrimination, xenophobia and related intolerance concentrated on facilitating the implementation of the Durban Declaration and Plan of Action. Key activities included the provision of support to the follow-up to the 2001 World Conference against Racism* and guidance on countering racism and xenophobia through regional expert seminars and workshops in Brazil, Gabon, Peru and Thailand. Feedback from two seminars showed that participants valued the exchange of knowledge and experience. Technical assistance was extended through 23 projects in the field of education against racism in 11 countries, two training sessions for NGOs and two awareness-raising meetings for youth.

Subprogramme 2
Supporting human rights bodies and organs

24.4 (a) OHCHR continued to improve its performance in supporting the work of intergovernmental bodies, expert bodies and treaty bodies. It continued to implement action 3 of the Secretary-General's reform proposals (A/57/387), which called for the implementation of harmonized guidelines for treaty bodies so that they can function as a unified system. All Geneva-based treaty bodies considered a total of 166 reports within an average of 16.2 months after their submission, an average of 1.6 months less than in 2002-2003. The harmonization of the working methods of the treaty bodies led to a set of harmonized symbol numbers for treaty body documentation with easier web updates and searches, statistical accountability and historical tracing for all documentation. Documents submitted to Charter bodies* were reduced on average by 2.1 pages, or 33 per cent. Regarding treaty body documentation,* 221 fewer documents were issued, a reduction of 18 per cent. A total of 46 per cent of the documents for the 2005 session of the Commission on Human Rights* were submitted within the 10-week rule.

(b) The timely delivery of support to intergovernmental bodies, expert bodies and treaty bodies, in order to contribute to reducing the backlog in the complaints process, has been significantly improved. The petitions team prepared 217 individual complaints for the consideration of the three treaty bodies; the time lag between the submission of a complaint and its determination by the relevant treaty body was reduced from 36 to 32 months. A total of 116 individual complaints were determined by the Human Rights Committee.* Over 13,500 pieces of correspondence were dealt with in the reporting period, as compared with 12,000 in 2002-2003. The decreasing delay in consideration of complaints has encouraged another increase in the number of complaints submitted, in particular with respect to the Human Rights Committee, where the number of cases registered rose from 195 to 210. Both the Committee on the Elimination of Racial Discrimination and the Committee against Torture are keeping up to date with their caseloads. The former registered some eight cases as compared with 12 in 2002-2003, while the latter registered 41 cases as compared with 48 in 2002-2003. There was no delay in processing communications covered by the 1503 procedure.* In 2004 alone, about 56,700 communications were received and processed by the Secretariat. Of those, 41,393 fulfilled the admissibility criteria and were examined under the procedure. In 2004-2005, the United Nations Voluntary Fund for Victims of Torture disbursed approximately $15 million annually to over 200 organizations to help them in their work to support victims of torture. A monitoring programme has been put in place, and over 130 organizations have been visited (E/CN.4/2005/55).

Subprogramme 3
Advisory services, technical cooperation, support to human rights fact-finding procedures and field activities

24.5 With regard to the provision of advisory services and technical and financial assistance, at the request of the State concerned and, where appropriate, the regional human rights organizations, with a view to supporting actions and programmes in the field of human rights, OHCHR identified criteria and models for field deployment.* In working closely with United Nations agencies and donors, OHCHR was able to act as a catalyst for needed reforms, including by sharing its independent needs assessments. The close link between OHCHR, the treaty bodies

and special procedures brought added value in diagnosing and addressing implementation gaps. The Office facilitated the development of methodology for human rights work and the identification of good practices, assisted Governments in identifying their capacity needs and, through its technical cooperation programme, helped to build capacity to address human rights problems. It enhanced the protection of the civilian population in conflict areas, including through the deployment of human rights officers. OHCHR assistance projects have been most effective when projects formed part of a strategy of long-term engagement agreed upon by the Government.

24.6 In fulfilment of the mandates given to OHCHR to support human rights monitoring mechanisms, such as special rapporteurs and representatives and expert and working groups mandated by policymaking bodies, the Office provided assistance in preparing, conducting and following up on 110 country visits; verified information received on alleged violations of human rights in 142 countries covering 6,292 individuals; and organized the working groups on arbitrary detention,* on enforced or involuntary disappearances* and on mercenaries.* A greater level of coordination between special procedures was achieved, as shown by the increased number of joint communications (an average of 53 per cent). A coordination committee of five mandate holders was established. In a survey of special procedures mandate holders, 92 per cent of them expressed satisfaction with the support received by the Secretariat, in particular with respect to the provision of information, the organization of meetings and logistical and substantive preparation of fact-finding missions, thus exceeding the target of 90 per cent.

24.7 To enhance awareness, knowledge and understanding of all human rights, including the right to development, training was made available to United Nations country teams at their request. Under the auspices of the United Nations Development Group Programme Group, the United Nations System Staff College and OHCHR cooperated on finalizing the inter-agency module on integrating human rights into the United Nations common country assessments and United Nations Development Assistance Frameworks. OHCHR prepared a learning module that was piloted in 10 countries in cooperation with resident coordinator offices and the United Nations System Staff College. On the basis of evaluations of the activities undertaken, 85 per cent of United Nations country teams and missions of the Department of Political Affairs and the Department of Peacekeeping Operations expressed satisfaction with the training programmes and tools produced.

24.8 To assist the Subregional Centre for Human Rights and Democracy in Central Africa,* two regional seminars were organized, one on the relationship between military and civilian bodies and another on penitentiary administration. In addition, the centre carried out several training activities to promote human rights and democracy in Central Africa, including four regional seminars on the rule of law, women's rights and gender, HIV/AIDS and human rights and indigenous people, respectively.

Section 25
Protection of and assistance to refugees*

Highlights of programme results

Afghanistan became the one hundred forty-sixth country to ratify the 1951 Convention Relating to the Status of Refugees and/or the 1967 Protocol. Further, while a wealth of changes in the areas of refugee legislation have been made during the biennium, not all were aimed at improving the situation of refugees or asylum-seekers; rather, some introduced a more restrictive approach to the granting of asylum. The Office of the United Nations High Commissioner for Refugees has sought to deal with this trend in a principled yet pragmatic manner.

Based on the countries of asylum (departure) and origin (arrival), it is estimated that some 1.5 million refugees repatriated voluntarily to their countries of origin during 2004. For 2005, the estimate is 1.5 million. In 2004, some 35,008 refugees, with the assistance of 68 UNHCR country offices, were resettled in 15 different countries. In 2005 it is estimated that some 40,000 departed for resettlement countries.

A key development in relation to the Office's strategy for local integration was the adoption by the Executive Committee of a conclusion on local integration at its fifty-sixth session (October 2005).

In 2004, some eight detailed emergency/contingency plans were prepared with technical assistance from UNHCR. In 2005, some 10 such plans were prepared. The contingency plans include potential refugee emergencies and the strategies designed to cope with the challenge imposed by such events.

During the biennium, UNHCR made considerable progress in the roll-out of new registration tools and related comprehensive training aimed at improving the collection of registration data.

The improved quality of life of refugees under care and maintenance programmes in camp situations is being progressively mapped in relation to broadly accepted standards of care in the principal sectors.

Further details of programme results are available in the global reports for 2004* and 2005,* the global appeals for 2004,* 2005* and 2006* and the Joint Inspection Unit review of UNHCR management and administration.*

Challenges, obstacles and unmet goals

The challenges confronting UNHCR during the biennium were to ensure the quality of international protection as envisaged under the 1951 Convention. In the case of returning refugees, UNHCR, in collaboration with development actors, has sought to assist national Governments to address the development needs of the returnees. While the number of

* Further information is available online.

refugees has decreased, UNHCR has been faced with a growing number of internally displaced persons. In collaboration with other actors working to address this challenge, UNHCR has assumed responsibility for the clusters dealing with protection, emergency shelter and camp coordination needs of internally displaced persons.

Output implementation rate

The above-cited results are based on the implementation of 99 per cent of 737 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 25) and General Assembly resolution 58/270, annex I).

Subprogramme 1
International protection

25.1 (a) In terms of accessions to relevant conventions and protocols, Afghanistan became the one hundred forty-sixth country to ratify the 1951 Convention and its 1967 Protocol. Efforts are ongoing to encourage remaining countries to accede to the Convention and/or the Protocol. The external audit of the Department of International Protection made a number of recommendations on the promotion dimension of the Office's work (see A/AC.96/1010, paras. 140-143) that are being implemented. The progress report on Convention Plus agreements* emphasized that while there were no formal versions of such agreements, there was extensive involvement of States in a range of activities inspired by the Convention Plus initiative. A framework of understanding on resettlement was agreed to; in addition, work has been undertaken in the areas of irregular secondary movements and the targeting of development assistance. The work related to the Convention Plus initiative will be mainstreamed into the overall work of UNHCR.

(b) Improved observation by States of internationally accepted standards for the treatment of refugees, especially the fundamental principles of asylum and non-refoulement, was uneven, as shown by changes made in refugee legislation, since not all were aimed at improving the situation of refugees or asylum-seekers. In fact, some introduced a more restrictive approach to the granting of asylum. By the end of 2005, 50 country operations had received assistance under the UNHCR project profile, focusing on early and continuing registration as a key protection tool. The strengthening of implementation of the 1951 Convention and the 1967 Protocol remains a key area of activity for UNHCR. One area of particular focus for strengthening the implementation of the 1951 Convention has been that of registration.

(c) Significant progress towards a more timely and effective response to protection of refugee women and children and the elderly, including prevention of and response to sexual and gender-based violence, was recorded through the UNHCR project on age and gender mainstreaming.* The increase in reported cases was attributed to efforts by UNHCR to address this issue and to encourage victims to come forward. Attention was given to elderly refugees by including the assessment of the needs and potential of elderly refugees in the UNHCR age and

gender mainstreaming project. The standards and indicators handbook* provided the key methodologies and means for a holistic and empirically based approach to addressing the needs of refugees of different genders and ages.

(d) Progress was made towards a durable solution through the formulation, facilitation and active implementation of voluntary repatriation operations in conditions of safety and dignity. On the basis of reports from countries of asylum (departure) and origin (arrival), UNHCR estimates that some 1.5 million refugees repatriated voluntarily to their countries of origin during 2004, as did a further 1.5 million in 2005. The main countries of origin to which refugees returned in 2004 included Afghanistan (940,000), Iraq (194,000), Burundi (90,000), Angola (90,000), Liberia (57,000), Sierra Leone (26,300), Somalia (18,000), Rwanda (14,100), the Democratic Republic of the Congo (13,800) and Sri Lanka (10,000).

(e) The promotion of local integration as a possible durable solution, where feasible, in accordance with the High Commissioner's strategy of development through local integration, has proven to be difficult to pursue. Central to its success is the attitude of the host Government. A key development in relation to the Office's strategy for local integration was the adoption of a conclusion on local integration* by the Executive Committee. The conclusion notes the value of the integrated programming approach of development through local integration as a methodology for partnerships with donor countries and financial institutions and with United Nations and other development agencies. The slow progress in regard to this durable solution was due mainly to the reluctance of States to consider the local integration of refugees on their territory.

(f) The promotion of resettlement as a form of providing protection, durable solutions and a burden-sharing mechanism, as well as the refinement of tools to improve monitoring and oversight of the resettlement function, continues to be a priority for UNHCR as per the note on international protection (A/AC.96/1008). It is estimated that in 2005, some 40,000 refugees will have departed for resettlement countries. In 2004, 35,008 refugees, with the assistance of 68 UNHCR country offices, were resettled in 15 different countries. In 2005, the number of resettlement countries was 17, with the United States of America, Canada and Australia continuing to be the main receiving countries. UNHCR improved the management and planning of resettlement by the early preparation of projected resettlement needs for 2005 by holding an "indications conference" with resettlement countries in June 2004.

Subprogramme 2
Assistance

25.2 (a) In order to improve UNHCR levels of emergency preparedness and contingency planning, eight detailed contingency plans were prepared in 2004 (for Guinea/Côte d'Ivoire, Burundi, Rwanda, eastern Chad, Georgia, Benin, Ghana and Ukraine) and 10 in 2005 (Ghana, Kosovo, the former Yugoslav Republic of Macedonia, Serbia and Montenegro, the Sudan, Uganda, Senegal, Guinea-Bissau, Haiti and the Caribbean and Côte d'Ivoire). In 2004, an evaluation of the Chad operation* found that the overall response of UNHCR was uneven; in spite of major logistical obstacles, considerable success had been achieved in the relocation of a large number of refugees from the border areas, but there were serious difficulties in stabilizing the refugee population in the newly created campsites.

(b) To improve the quality of life of refugees benefiting from care and maintenance programmes in camp situations by promoting, where possible, greater self-reliance, the key activity for UNHCR was the introduction of the Standards and Indicators Initiative,* whereby all work is progressively mapped in relation to broadly accepted standards of protection and care in the principal sectors. Originally focused on refugee camps, the indicators now cover urban refugee settings and the areas of return to which refugees have repatriated. A number of the indicators cover self-reliance and income generation. In August 2005, UNHCR published a Handbook for Self-Reliance.*

(c) UNHCR made considerable progress in the improvement of registration data, resulting from new systems, procedures and tools that were developed under Project Profile, including the revised Registration Handbook* and the roll-out of new registration tools and comprehensive training. The revision of the first edition of the new registration handbook was completed in 2004. The key challenge for UNHCR in this area will be to ensure the sustainability of the results achieved under Project Profile. There is a need for all operations to address the issue of data management (not just for registration, but also, inter alia, for the Standards and Indicators Project).

(d) Improved operational cooperation with a range of actors to better assist people of concern and to ensure delivery of quality programmes to meet their needs was supported by UNHCR involvement with United Nations country teams in the elaboration of United Nations Development Assistance Frameworks. This was made possible by UNHCR joining the United Nations Development Group and the publication by the Development Group of guidelines for addressing forced displacement. One area that still requires focused effort is the enlisting of the support of bilateral development agencies in the Office's search for durable solutions.

(e) The Age, Gender and Diversity Mainstreaming Project was expanded to 40 countries, thus enabling progress in mainstreaming priority categories of beneficiaries (women, children, adolescents and the elderly) and key sector activities, such as education, health and the environment. Standards and indicators are also being adjusted to improve monitoring and reporting. Training of trainers on the prevention of sexual and gender-based violence was conducted in 2005 for UNHCR staff, and related projects were initiated in 16 countries. UNHCR action regarding unaccompanied and separated children was reported to the General Assembly in 2005.

Section 26
Palestine refugees*

Highlights of programme results

The United Nations Relief and Works Agency for Palestine Refugees in the Near East provided education, health, relief, social and microfinance services to over 4 million Palestine refugees in Jordan, Lebanon, the Syrian Arab Republic, the West Bank and the Gaza Strip. A total of 663 UNRWA schools that provided basic education to nearly 490,000 pupils achieved the pass rate of 95.4 per cent, while reducing the dropout rate to 1.2 per cent. Training in human rights, tolerance and conflict resolution was introduced in all schools as part of the curriculum. A total of 78 per cent of the graduates from the Agency's eight vocational training centres were employed within one year of graduation.

The health services provided maintained a health standard of refugees that compares favourably with that of middle-income countries. Infant and child mortality rates remained at 22 per 1,000 live births and 24.4 per 1,000 children under 3 years of age, respectively. The family planning initiative resulted in a decline in total fertility rates from 3.5 to 3.2 per female of reproductive age. With regard to non-communicable diseases, the control rate increased to 40 per cent. In terms of communicable diseases, no cases of poliomyelitis or neonatal tetanus were reported.

A total of 462 shelters were rehabilitated, representing only 4.2 per cent of the total housing needs because of limited funding, well below the baseline and target. The outlay of emergency cash assistance to 18,294 selected families amounted to $3.7 million. Despite the restrictions on movement and closures, the regular and timely delivery of 1,832,236 food rations were made and cash subsidies disbursed to eligible beneficiaries, representing 99.9 per cent of the target. Although the target of 3,300 was not achieved, 1,258 jobs were created under the Microcredit Community Support Programme. The number of women benefiting from community-based organizations lending schemes was 2,355, which surpassed the target of 790.

Outreach for microfinance and microenterprise support was doubled. A total of 25 per cent of beneficiaries were women, loans were given to the equivalent of one out of every two Palestinian businesses, and 39,627 loans valued at $35.4 million were disbursed. The repayment rate in Gaza remained above 90 per cent. The branch offices in Jordan and the Syrian Arab Republic reached full sustainability, with 100 per cent of their costs covered by income. The operational sustainability of the West Bank rose from 42 to 84 per cent, while Gaza remained at 80 per cent.

* Further information is available online.

Further details of programme results are available in the following documents: reports of the Commissioner-General of UNRWA 1 July 2003-30 June 2004 (A/59/13) and 1 July 2004-30 June 2005 (A/60/13), UNRWA health programme: review of WHO technical assessment mission,* and a report on the utilization of health-care services among Palestine refugees in camps in Lebanon prepared by United Medical Group, Beirut.*

Challenges, obstacles and unmet goals

The Agency's operations are constrained by political uncertainty in the region, especially the restrictions on movement and closures in the West Bank and Gaza. UNRWA depends largely on resources from voluntary contributions for its programmes and has experienced successive shortfalls in its budgetary requirements. The education subprogramme, for example, faced an increase in the student population owing to natural growth factors, which outstripped the facilities available. As a result, there was an increase in the number of double-shift schools from 480 to 514, representing 77 per cent of the total number of schools.

Under the health programme, challenges are related to the shift towards increased mortality from non-communicable diseases, the prevention and treatment of which are very expensive. Obstacles include access to services and the recruitment and retention of professional staff at the senior and middle managerial levels. Unmet goals include the establishment of community mental health programmes or programmes aimed at the early detection of disabilities and combating micronutrient deficiencies among women and children.

The Agency was obliged to reduce the rate of annual growth in the number of beneficiaries that are eligible to receive food rations and cash subsidies under the special hardship programme from the traditional 3.5 per cent (to meet population growth) to 2.5 per cent in 2004 and to freeze it at zero per cent for 2005 owing to a shortage of funds. Insufficient socio-economic surveys on refugee living conditions and the lack of internal capacity to regularly gather and analyse such data hinder needs-based planning.

Despite microfinance and microenterprise outreach efforts in all areas of its operation, UNRWA was unable to produce the same results in capacity-building among women microentrepreneurs in Gaza owing to the poorer rates of participation of women in informal markets and formal business activity.

Output implementation rate

The programme budget for UNRWA does not include quantifiable outputs.*

The approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 26)).

Programme accomplishments

Education

26.1 (a) The quality of education provided to the Palestine refugee population at all levels, including maintaining an environment conducive to learning through upgrading and construction of facilities and enhancing the skills and competencies of the Agency's teaching and training staff, was demonstrated by a 1.2 per cent dropout rate for pupils in basic education and the maintenance of pupil pass rates of 95.4 per cent for the 485,471 pupils enrolled in 663 UNRWA schools. Slight reductions in the pupil-teacher ratios, from 36:1 to 33:1 at the elementary level and from 27:1 to 26:1 at the preparatory level, contributed to this result. A total of 78 per cent of the trainees who graduated from eight vocational training centres found employment. In addition, 301 students graduated from three education science faculties and the teacher training section, and about 1,000 members of the education staff received in-service training annually. To meet the needs arising from growth rates in the school population, 293 educational facilities were constructed or renovated, but that number was not sufficient to accommodate the increasing number of students, which resulted in an increase in the number of schools operating on a double-shift basis to 514, compared with 480 at the beginning of the biennium. UNRWA continued to monitor achievement tests in core subjects in all five areas of operation for grades 5 to 7 in an effort to address the impact of double-shifting on the teaching-learning process and on student achievement. All UNRWA schools are applying a specially designed quality assurance framework.

(b) All curricular changes introduced by the host authorities were implemented in UNRWA schools and vocational training centres. The Agency conducted more than 800 workshops to train staff and produced more than 1,000 enrichment materials to support the adaptation and improvement of course content and curricula in both the general and technical education programmes to match developments in the host countries. As a result, refugee pupils in UNRWA schools affected by curricular changes will benefit from consistency with the structure and content of host authority educational systems, helping to ensure continuity in their future educational pursuits.

(c) Regarding the adaptation and improvement of course content and curricula in vocational training institutions to meet changing market conditions, the Agency's vocational training institutions introduced new courses, including clothing technology, interior design, banking and financial management, information technology and nursing, and deleted obsolete courses to meet local market needs, as identified through surveys. Short-term courses covered specializations such as the International Computer Driving Licence and computer-assisted design and communication skills.

Health

26.2 (a) To reduce infant and maternal mortality from preventable causes related to pregnancy and childbirth, the percentage of pregnant women who registered during the first trimester was increased from 50 to 58 per cent. The number of family planning acceptors increased from 95,000 clients to 103,000. A study of the infant mortality rate* indicated that it had decreased from 32 per 1,000 live births to 22 per 1,000. To further understand the underlying causes of infant and child death,

a system of in-depth inquiries was implemented. The new health management information system, aimed at improving surveillance, monitoring and response at the service delivery level, was expanded to all primary health-care facilities. This was complemented by implementing the total quality management approach as a tool to improve the management skills of staff at the health centre level. Agency-wide studies further addressed the health status of women and children through assessment of the prevalence of iron deficiency anaemia among children aged 6 to 36 months, pregnant women, lactating mothers and schoolchildren.

(b) Reduction in morbidity, disability and mortality from communicable and non-communicable diseases was achieved by maintaining the rate of immunization coverage against vaccine-preventable diseases of infants at 99.4 per cent and of children at 98.4 per cent measured against the WHO optimal coverage of over 95 per cent. The rate of prescription of antibacterial drugs was reduced from 52 per cent to 28 per cent owing to the implementation of a system of internal audit and accountability. An increase of 14 per cent in the number of non-communicable disease patients under supervision was achieved, and the control rate among all such patients under supervision is 40 per cent. The disability rate among all non-communicable disease patients under supervision was 2.7 per cent. This rate is expected to increase as a result of longer life expectancy and improved detection rate. The mortality rate among all non-communicable disease patients under supervision is 2 per cent. During the reporting period, different job aids were produced and distributed to doctors in order to facilitate the appropriate prescription of essential medicines and antibiotics for non-communicable and sexually transmitted diseases.

(c) Improvement in water and sanitation facilities in refugee camps was evidenced by the increase from 75 to 86 of the percentage of camp shelters that are connected to underground sewerage systems as a result of projects implemented mainly in the Gaza Strip and Lebanon. The percentage of camp shelters with indoor sewerage connections reached 90 per cent in Jordan, 87 per cent in the Syrian Arab Republic, 81 per cent in Gaza, 63.5 per cent in Lebanon and 63 per cent in the West Bank. Although the number of camps that are connected to municipal water systems remained the same, more than 98 per cent of shelters inside the camps have indoor water connections to communal systems. In spite of the optimal rate of indoor connections of water networks, the pumping of water into those networks is intermittent and the quantity of water is inadequate. In addition, the quality of water in the Gaza Strip does not meet international standards for drinking purposes owing to high salinity levels.

(d) To harmonize health policies and service standards with those of the host authorities, partnership agreements were maintained with the host authorities on immunization, tuberculosis control, surveillance of HIV/AIDS, laboratory surveillance of communicable diseases of public health importance and early detection of congenital diseases and haemoglobinopathies. A mass immunization campaign against measles, mumps and rubella was implemented jointly with the Ministry of Health of the Palestinian Authority and UNICEF in the West Bank, and two mass polio immunization campaigns were implemented in Lebanon. Two agreements for the delivery of high-risk pregnancies were concluded with governmental hospitals in the Syrian Arab Republic. Agreement was reached with the Ministry of Health in Jordan to distribute vitamin A supplements to refugee children in conjunction with the immunization programme. As a result, there were

no major outbreaks of disease, while other vaccine-preventable diseases remained well under control.

Relief and social services

26.3 (a) The number of beneficiaries of the special hardship case programme increased to 45,965 in Lebanon, 30,796 in the Syrian Arab Republic, 47,238 in Jordan, 40,270 in the West Bank and 84,379 in the Gaza Strip, representing 62,601 refugee families that received food rations and cash subsidy assistance. Despite restrictions on movement and closures in the West Bank and Gaza and the ongoing strife, regular delivery of 1,832,236 food rations and cash subsidies was timely, representing 99.9 per cent of the target. Also, one-time selective cash assistance amounting to $3.7 million was issued on a case-by-case basis to 18,162 families in acute crises. A total of 462 shelters were rehabilitated through contractual and self-help approaches, which is just 4.2 per cent of the identified 10,894 shelters in need of rehabilitation. The shortfall is due mainly to the lack of funds, since shelter rehabilitation is financed entirely from extrabudgetary resources.

(b) Concerning the maintenance of an up-to-date register of refugees to track eligibility patterns, 4,349,946 persons were registered as refugees in the five fields of operation of UNRWA, with the largest proportion of them, at 42 per cent, in Jordan, and the lowest in Lebanon, at 9.3 per cent. The status of 366,532 persons claiming to be refugees was verified in a timely manner. A total of 1,595 applications for new registration of families were evaluated according to eligibility and registration instructions. A total of 969,570 requests for registration modification were received and checked, validated and processed in all fields. The registration system is being redesigned to create an Intranet registration system that will allow centralized updating of refugee information from registration offices Agency-wide, enhance the accuracy of data and improve service delivery.

(c) The social services programme continued to enhance the well-being of the most disadvantaged Palestine refugees, in particular women, persons with disabilities, children and youth, primarily through the network of 104 UNRWA-affiliated community-based organizations. A total of 149 income-generation projects yielded 382 job opportunities for local refugees. New guidelines and reporting forms were developed for the unification of procedures and better reporting, monitoring and evaluation. A total of 1,258 jobs were created or sustained through the programme. The target of 3,300 jobs was not reached because credit activities were not introduced in Gaza and the West Bank owing to the security situation. Against a target of 790 women benefiting from the lending scheme, a total of 2,355 loans were made. This was due to the adverse economic conditions leading more women to become economically active. A total of 17,525 persons with disabilities received direct rehabilitation services to improve their social and economic inclusion, compared with the target of 4,200 persons. The disability programme was administered by refugees, through a network of 39 community-based rehabilitation centres, which, through a variety of services, reached 39,456 persons with disabilities and their families.

Microfinance and microenterprise

26.4 (a) To increase business and income-generating opportunities, lending grew from 19,533 to 39,627 loans. Despite the continuing economic crisis in the West

Bank and Gaza and the disruption of the Gaza disengagement, the programme's outreach doubled, reaching 94 per cent of the targets for the number and value of loans disbursed and falling short of the lending target of $37.4 million by just 5.3 per cent. The shortfall can be ascribed partly to the fact that the programmes in Jordan and the Syrian Arab Republic did not meet their full productivity targets. The portfolio has grown in the West Bank, Gaza, Jordan and the Syrian Arab Republic, and branch offices in Jordan and the Syrian Arab Republic have reached maturity. As the largest microfinance institution in the occupied Palestinian territories, the programme is playing an important role in the economy, where it has provided the equivalent of one loan for every two Palestinian businesses during the period. Its impact in Jordan and the Syrian Arab Republic is increasing, since the programme is one of the few sources of business finance for refugees. The programme continued to make good progress with an average loan size of $893, while maintaining a repayment rate of 94 per cent.

(b) To develop the capacity of women microentrepreneurs among Palestine refugees, the programme disbursed 9,926 loans to 5,749 women, thus reaching the target. In terms of value, lending to women increased to $6.3 million, of which $5.7 million financed women's businesses in Gaza through the programme's solidarity group lending product. Increasing rates of male unemployment and rising family poverty in Gaza led to an inflow of women into microenterprises and a higher demand for loans. Due to the lower rates of participation of women in informal markets and formal business activity, the programme cannot achieve similar results in other areas of operation.

Section 27
Humanitarian assistance*

Highlights of programme results

The period was characterized by large-scale natural disasters, including the Indian Ocean tsunami and the South Asian earthquake, and large complex emergencies affecting millions of vulnerable people. A major accomplishment of the Office for the Coordination of Humanitarian Affairs was the advocacy efforts of the Under-Secretary-General as Emergency Relief Coordinator, who engaged in campaigns that drew the world's attention to humanitarian crises, including neglected emergencies, and raised international awareness of humanitarian challenges. Regular briefings were given to the Security Council and the Economic and Social Council. As a result, attention to the crises was kept high on the international agenda, influencing the decision-making processes of governance bodies and generating strong donor support, which was most evident in the tsunami disaster. The Office for the Coordination of Humanitarian Affairs launched the Humanitarian Response Review,* aimed at strengthening the response capacity of the international humanitarian system and enhancing coordination among humanitarian organizations and other institutions and actors involved. The review resulted in a number of agreements by the Inter-Agency Standing Committee that constitute a road map for humanitarian reform. Another accomplishment was the increased availability of resources for humanitarian activities through the consolidated appeals process and the establishment of the new $500 million Central Emergency Response Fund (A/60/432), which is intended to jump-start emergency response in sudden onset disasters and new and ongoing emergencies, as well as to provide much-needed support for severely underfunded emergencies. The biennial target for the consolidated appeals process covering 65 per cent of identified needs is expected to be surpassed.*

Challenges, obstacles and unmet goals

Despite significant improvements in the recruitment and deployment of emergency staff for the field, problems remain in identifying emergency experts who can be mobilized on very short notice. Constraints persist in the hiring of emergency personnel for quick deployment. In order to address those two issues, a roster of experts for immediate deployment is being developed. Early warning and analysis has to be strengthened in order to foster the capacity of United Nations agencies and country teams to respond to emergencies. Efforts will be redoubled to elicit sufficient media and public interest in the early warning information generated by the Office for the Coordination of Humanitarian Affairs. Another challenge is to establish more meaningful indicators and benchmarks in assessing the activities and performance of the Office.

* Further information is available online.

Output implementation rate

The above-cited results are based on the implementation of 97 per cent of 1,449 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 27)).

Executive direction and management

27.1 (a) In order to ensure that the programme of work is effectively managed, an administrative manual was prepared, field guidelines were updated and a kit of relevant rules, policies, procedures and practices in the areas of finance, human resources management, procurement and common services was made available in order to enhance field administration. In response to the tsunami, the advocacy efforts of the Under-Secretary-General for Humanitarian Affairs/Emergency Relief Coordinator set the direction and momentum for the international response to the disaster. Robust engagement with the media often resulted in their reciprocation with positive feedback, leading to increased financial support for the efforts of the Office for the Coordination of Humanitarian Affairs. To strengthen humanitarian response to crises, the Humanitarian Response Review was launched. The recommendations of the 2005 review have resulted in actions being taken to address the gaps in global humanitarian assistance capacities. The ensuing strong support from the international community has enabled the Office for the Coordination of Humanitarian Affairs to focus on improving its capacity to respond quickly and effectively to emerging crises, to identify the potential consequences of humanitarian crisis, to promote preventive actions and to manage an office that is well resourced. It enabled the Office to expand its presence in the field, increasing the total number of field staff from one third in early 2004 to two thirds of overall staffing. Another key achievement was the strengthening of the Office's management structure, with emphasis on support to the field. The strengthened Evaluation Unit has enabled the Office for the Coordination of Humanitarian Affairs to monitor and assess its activities, learn from experience and ultimately improve its overall programme performance and delivery. An upgraded Central Emergency Response Fund* with the target level of $500 million is to provide seed funding to ensure a more predictable and timely response to humanitarian crises.

(b) In order to ensure policy coherence in the management of United Nations multidimensional activities in peace, security, peacekeeping and humanitarian assistance and coordination, the secretariat of the Inter-Agency Standing Committee/Executive Committee for Humanitarian Affairs* facilitated the inter-agency response to the Darfur crisis, the South Asian earthquake and the Indian Ocean tsunami. An independent study on integrated missions* led to conclusions and recommendations on how such missions could be better planned, structured and managed in order to enhance their effectiveness in the future (A/60/89-E/2005/79).

Subprogramme 1
Policy and analysis

27.2 (a) Improved coordination within the United Nations system to ensure a coherent response to humanitarian emergencies was evidenced by the increase in the number of agreements among the members of the Inter-Agency Standing Committee on appropriate standards from four to nine, by the conclusion of five agreements on implementation at the field level of policy guidance emanating from the Inter-Agency Standing Committee and the Executive Committee for Humanitarian Affairs, and by adopting five tools and strategies aimed at increased coherence among the political, humanitarian and developmental components of the United Nations in response to humanitarian emergencies. Transition strategies were developed in the tsunami-affected countries as early as two months after the disaster, and the response to the South Asian earthquake entered into transition planning within four months. The Humanitarian Response Review is now considered a quasi road map for humanitarian reform. The link between Headquarters policymakers and field actors needs to be strengthened. Seven external evaluations revealed weaknesses in natural disaster response, appeal mechanisms, coordination, reporting, transition, standby capacities, lack of sectoral leadership, speed of response and surge capacity.

Subprogramme 2
Complex emergencies

27.3 (a) Timely and coordinated support to operational agencies engaged in the response to humanitarian emergencies and identification of the needs of emergency-affected population in a timely manner were evidenced by the reduction to five days on average for the deployment of humanitarian coordination personnel to the field and by the increase from 6 to 11 in the number of United Nations agencies participating in the response to a complex emergency. This was achieved through the preparation and definition of policies, workplans and cost plans, contingency planning and preparedness measures, resource mobilization and support in assessing humanitarian needs and establishing coordination mechanisms. The Surge Capacity Section was established to rapidly deploy expert staff to crisis situations in complex emergencies and natural disasters. The advocacy of the Office for the Coordination of Humanitarian Affairs for a massive humanitarian response to the crisis in Darfur led to an increase in the number of humanitarian personnel to 14,000. A new needs-assessment framework was piloted in Burundi and the Democratic Republic of the Congo. The number of experts available to be mobilized on short notice for complex emergencies continues to be limited, but administrative constraints for their rapid hiring will be addressed (A/60/227).

(b) Increased availability of resources for humanitarian activities through the consolidated appeals process was evidenced by the rise in the ratio of donor contributions to requirements identified in the consolidated appeals from 58 to 65 per cent and the reduction of the time between the issuance of appeals and receipt of contributions from four months to three. There remain severe inequities in funding across emergencies and regions. Some countries, particularly in Africa, tend to receive only a fraction of the amount requested through the consolidated appeals process. Sustained and coordinated advocacy efforts are needed to draw increased attention to the humanitarian needs in neglected emergencies.

(c) Progress in mainstreaming a gender perspective in strategies for emergency response* through the gender site* was evidenced by the rise in the percentage of common humanitarian action plans which incorporate strategies to meet the particular needs of women from 60 to 100 per cent through the gender plan of action project and the policy and plan of action on gender mainstreaming, employing a senior gender adviser, and the Guidelines for Gender-based Violence Interventions in Humanitarian Settings of the Inter-Agency Standing Committee.* All branches of the Office for the Coordination of Humanitarian Affairs and most field and regional offices have appointed gender focal points. However, gender analysis remains relatively weak. In response, guidelines on strengthening gender analysis in the consolidated appeals process were developed.

(d) In order to ensure that humanitarian responses of the United Nations system are properly informed by political, security and peacekeeping considerations and integrated with political and peacekeeping initiatives, the number of timely established and effective interdepartmental working groups and task forces increased from 7 to 12, with 13 countries covered by such coordination mechanisms. Discussions are taking place regarding the appropriate degree of integration of humanitarian and recovery coordination activities into missions in post-conflict situations, and experience has shown that the humanitarian response needs to be insulated to some degree from the political response. In such instances, a separate organizational identity for humanitarian actors is seen as the best way to guarantee the implementation of humanitarian principles, access and the security of humanitarian personnel.

Subprogramme 3
Natural disaster reduction

27.4 (a) The World Conference on Disaster Reduction, held in Kobe, Hyogo, Japan, from 18 to 22 January 2005 helped to increase public awareness of the development of a culture of prevention and reduction of risk and vulnerability to natural hazards. This outcome was evidenced by an increase in the number of countries adopting risk reduction within their development plans and policies from 10 to 23 and by 19 countries in the Latin American and Caribbean region having increased educational content on disaster risk management in schools and institutions of higher education. The constituents of the International Strategy for Disaster Reduction made commitments to undertake greater public awareness efforts, with emphasis on the media. Partnerships with broadcasting unions have been formed, and the United Nations Office of the Special Envoy for Tsunami Recovery has also been actively involved with the Secretariat in raising awareness on disaster risk reduction. The communications strategy of the Secretariat requires further enhancement.

(b) In order to increase the application of scientific and technical knowledge for risk and vulnerability reduction by policymakers at the national level, four new tools for risk assessment and monitoring of progress in disaster risk reduction were developed (compared with one previously) and nine meetings were held to exchange information among Governments, regional and international organizations and relevant expert institutions. Indian Ocean rim countries were assisted in increasing their application of early tsunami warning systems.* Monitoring, local application and institutional needs capacity will be strengthened.

(c) Increased capacity of developing countries for disaster prevention, preparedness, mitigation and recovery was evidenced by the development of four new subregional strategies, by the increase from 10 to 19 in the number of countries adopting national programmes to implement disaster risk reduction, by improved institutional frameworks and legislative systems for disaster risk reduction in six countries and by the increase from 6 to 21 in the number of countries incorporating disaster reduction measures into post-disaster recovery efforts. The Office for the Coordination of Humanitarian Affairs contributed to more relevant and effective support from UNDP to developing countries in disaster reduction and recovery. As a result, over 40 UNDP country offices now provide programme support to national and local stakeholders in various aspects of disaster risk reduction.

(d) Better mobilization of international support to help in the prevention and management of natural disasters as well as post-disaster rehabilitation was evidenced by the increase from five to seven in the number of countries where disaster reduction measures are incorporated into the development framework, such as the common country assessment and the United Nations Development Assistance Framework. A global project for mainstreaming disaster reduction into UNDP development programmes was launched.

Subprogramme 4
Disaster relief

27.5 (a) The timely dissemination of information on the situation in countries and areas affected by natural and environmental disasters, including the identification of resource requirements, to humanitarian partners was evidenced by the issuance by the Office for the Coordination of Humanitarian Affairs of 407 situation reports and 63 appeals in response to 147 natural, environmental and technological disasters worldwide, with 38 per cent of the situation reports issued within 48 hours of the onset of the disaster and 31 per cent of them within 24 hours. The appeals from the Office for the Coordination of Humanitarian Affairs raised $7.4 billion, $49 million of which was channelled through the Office.

(b) More timely and better coordination of the response to countries affected by a disaster was addressed by the Office for the Coordination of Humanitarian Affairs through the activation of the United Nations Disaster Assessment and Coordination and the International Search and Rescue Advisory Group mechanisms. United Nations Disaster Assessment and Coordination teams were deployed within 48 hours on average of receiving the request, thus responding to 12 emergencies. The International Search and Rescue Advisory Group mechanism was activated for the Indian Ocean and South Asian earthquakes. The deployment of United Nations civil-military coordination officers to the emergencies of the South Asian earthquake and tsunami lagged behind other coordination response mechanisms in terms of timeliness and will be improved. Two relevant reports were submitted to the General Assembly (A/60/87-E/2005/78 and A/60/86-E/2005/77).

(c) In order to strengthen international coordination between humanitarian and military actors, the Office for the Coordination of Humanitarian Affairs promoted the continued use of the principles of the Oslo Guidelines on Use of Military and Civil Defence Assets in disaster relief. Greater exposure to civil-military coordination was achieved through 26 training events, at which 648 personnel from 13 countries were trained. Jointly with the Department of Peacekeeping Operations, predeployment training was also provided to elements of the peacekeeping force sent to Côte d'Ivoire. The Office for the Coordination of

Humanitarian Affairs participated in the planning and conduct of 18 large-scale military-led exercises comprising military, humanitarian and regional actors. Fourteen requests under the Oslo Guidelines were managed in support of humanitarian operations in four countries. In response to the South Asian earthquake, the United Nations Disaster Assessment and Coordination team established an emergency coordination centre, which provided the platform for international civil-military coordination.

(d) Heightened awareness of gender mainstreaming in disaster assessment reports and appeal documents was addressed through the Gender Plan of Action of the Office for the Coordination of Humanitarian Affairs,* aiming to enhance the quality of gender dimensions reflected in assessments, programme planning and implementation, training, monitoring and evaluating at the Headquarters and field levels. A Gender Adviser has been added to the core staffing of the Office. Consolidated appeals projects refer specifically to the special vulnerabilities of women, and assessment reports ensure that the needs of women in a disaster setting are given special attention. This was especially evident in the assessment reports and consolidated appeals activities on the tsunami disaster and South Asian earthquake. Gender analysis and the disaggregation of data by gender will be improved.

Subprogramme 5
Humanitarian emergency information and advocacy

27.6 (a) The increased level of preparedness to deal with emergencies and greater understanding of humanitarian concerns were evidenced by the rise in the number of visits to the ReliefWeb site from 170 million to 300 million, the rise in the number of visits to the Integrated Regional Information Network website from 100 million to 277 million and the increase from 20,000 to 37,000 in the number of direct subscribers to it, and in the increase in the number of press releases from 100 to 300. At the global level, public awareness and support for humanitarian issues increased, as evidenced by the finding of the Pew Research Centre that humanitarian assistance was the most appreciated aspect of the work of the United Nations. There is a need to improve preparedness and surge capacity to enable the rapid deployment of public information professionals to disasters and emergencies. Another ongoing challenge was stimulating the interest of the media and public in early warning information. The 2004 Sahel locust invasion and the subsequent 2005 food crisis in the Niger represent a failure of early warning information to elicit the necessary response from the media and the public.

(b) The timely provision of relief, logistics, funding and contingency planning was fostered by increasing from 10 to 28 the number of early warning reports in the form of in-depth country/regional analyses (supplemented by 14 early warning alerts, 22 biweekly news summaries and 14 updates of the global risk matrix). The Office for the Coordination of Humanitarian Affairs deployed information coordination tools and trained information professional staff in 13 field offices and also deployed additional humanitarian information centres in five countries. The Office continues to address the lack of standardization in data and information protocols by systematizing data and information among agency partners. The evaluations of humanitarian information centres* have identified areas for improvement.

Section 28
Public information*

Highlights of programme results

To strategically communicate the image of the Organization, the Department of Public Information enhanced access to United Nations public information products and services* and promoted better understanding of the work of the Organization.* An estimated 599 million people have access to United Nations radio and video programmes at least once a week. For United Nations radio programmes alone, the estimated reach has more than doubled to almost 300 million a week, with strong growth in the Arabic, Chinese, French and Spanish language audiences. On average, usage of the main United Nations website and local language sites in the field has increased by 50 per cent. Cyberschoolbus* page views registered growth of 138 per cent. Subscriptions to the United Nations e-mail news service have doubled in the past two years to over 40,000, with subscribers in 130 countries. There has been a 22 per cent increase in guided tour participants over the biennium. The Department of Public Information has met the demands of an average of 80 per cent of its target audiences, according to feedback elicited on the usefulness, relevance and quality of products, activities, and services. The Department doubled the number of surveys of target audiences as a result of increased responsiveness to users' feedback and efforts to more closely align the work of the Department with their needs. An average of 94 per cent of respondents confirmed that their understanding of the United Nations had improved as a result of public information products and activities.

Further details of programme results are available in the report on assessing the effectiveness of United Nations public information products and activities: the result of a three-year evaluation (A/AC.198/2006/4).

Challenges, obstacles and unmet goals

Public opinion polling results and media studies have shown a correlation between awareness of negative news about the United Nations and poor ratings of the Organization. A number of polls conducted in the past two years show that support for the Organization and understanding about its global role have faltered around the world. However, polls also show that most people want a United Nations that is stronger and more capable of living up to their expectations. Moreover, global polling data confirm the public's belief that the Organization is central to solving world conflicts. Despite the Department's difficulty in mobilizing resources to counteract a wide variety of negative coverage on the United Nations, it reinforced its media outreach capacity to better tell the United Nations story and respond to criticism. A recent study of

* Further information is available online.

press coverage on the 2005 World Summit showed that the global media outreach and other efforts of the Department of Public Information to promote the Summit's agenda had resulted in 20 per cent of the coverage, including favourable messages.

Output implementation rate

The above-cited results are based on the implementation of 97 per cent of 297 mandated, quantifiable outputs*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 28) and General Assembly resolution 58/270, annex I).

Executive direction and management

28.1 (a) Concerning the satisfaction of Member States and United Nations system partners with the work of the Department of Public Information, content analysis showed that 72 per cent of their observations on products, services and activities were supportive, while only 13 per cent of them were critical. Areas that enjoy particularly strong support included the United Nations website* and the United Nations News Centre;* radio* and television programmes* and educational outreach, in particular Cyberschoolbus.* Member States also praised the Department's efforts to promote issues of concern to the United Nations, such as NEPAD and the 2005 World Summit agenda. In a survey among members of the Committee on Information, 70 per cent stated that the Organization's work in the area of humanitarian relief was widely covered by their country's news media.

(b) The Department of Public Information started an annual media initiative to improve external communications and media relations of the United Nations, leading to increased coverage on issues which would benefit the Organization. Since the launch of "Ten Stories the World Should Hear More About"* on World Press Freedom Day in 2004, there has been considerable growth in coverage from 6 per cent in 2004 to 39 per cent in 2005. At the same time, the strategy was shifted to targeting non-traditional online media outlets, such as regional news websites, NGO websites and weblogs (blogs). The list of stories is compiled in consultation with United Nations offices and programmes.

(c) The United Nations Communications Group, which was set up in 2002 to strengthen the culture of communication and coordination, had a 35 per cent increase in membership along with rising usefulness ratings by its members. Coordination enhancements include a United Nations system calendar of media events,* and regular summaries of consultations with senior officials and discussions at weekly meetings and annual conferences, which are issued as communication policy guidelines to all members of the group.

(d) In support of enhanced impact through an effective management culture, the introduction of systematic evaluation increased such activity by 85 per cent, with the number of surveys more than doubling. Concurrently, the percentage of programme managers using the performance management process for designing programmes and adopting best practices increased from 55 per cent to 81 per cent.

The increase in systematic assessment is also a direct result of efforts to ensure extensive training in audience research and evaluation techniques; 90 per cent of programme managers and two thirds of Professional staff at Headquarters have attended one or more of such training workshops.

Subprogramme 1
Strategic communication services

28.2 (a) The restructuring of the Department was further refined and institutionalized in order to strengthen collaboration with client departments to develop communication strategies in accordance with priorities established by the General Assembly. The consultative client planning process includes impact assessment and surveys of client feedback on collaboration with the Department. During the biennium, full satisfaction was reported by an average of 76 per cent of respondents, exceeding the target of 70 per cent and representing an 11 per cent rise from 2003.

(b) To increase awareness of key thematic issues among target audiences through the implementation of communication strategies, the Department of Public Information, in collaboration with the Communications Campaigns Service, the global network of United Nations information centres and services, and the information components of United Nations offices, extends the Department's reach to audiences around the world. Survey respondents reported that their knowledge and understanding of the United Nations and the issues it addresses had grown as a direct result of the efforts undertaken by the information centres. In addition, 85 per cent of respondents reported that the information centres served as their principal source of information on such issues. A further measure of increasing awareness is the growing use of the Internet and visits to United Nations web pages. The new web page on the Millennium Development Goals,* for example, had generated 368,863 monthly page views by the end of 2005. As for information centre websites,* by the end of the biennium the information centres were managing a total of 47 websites in 27 local languages. User statistics show that the monthly average number of page views grew from 334,613 in 2004 to 504,831 in 2005. The publication of the Secretary-General's report entitled "In larger freedom: towards development, security and human rights for all" (A/59/2005) in March 2005 sparked intensive media coverage across the globe with more than 300 articles monitored.

(c) Surveys were conducted by information centres to assess the utility of the materials on priority issues provided to the media. In 2004, this revolved around the launch of the report of the High-level Panel on Threats, Challenges and Change (A/59/565, annex) and in 2005 focused on the 2005 World Summit.* In the first instance, 76 per cent of 488 media organizations surveyed in 31 countries indicated that they found the materials produced "useful" or "somewhat useful". Executive summaries (74 per cent "useful", 14 per cent "somewhat useful"), press releases (71 per cent "useful", 23 per cent somewhat "useful"), and opinion articles (63 per cent "useful", 17 per cent "somewhat useful") all received high marks. Roughly 40 per cent of respondents said they had utilized the press releases and executive summaries to write a story.

Subprogramme 2
News services

28.3 (a) Surveys of clients show a high level of satisfaction with the availability of timely, accurate, objective and balanced information on the role of the United Nations. Also, there is a growing utilization of news products and services. United Nations radio and television programming reached an estimated total weekly audience of 599 million, with the number of stations taking programming rising by 20 per cent and the radio audience, at nearly 300 million, being double the estimate for 2003. In June 2005, the United Nations website reached its target of 33 million page views per month. Overall, there was a rise of close to 50 per cent in average page views in 2005 compared with 2003, with the Arabic and Chinese sites showing the highest levels of growth — 87 per cent and 101 per cent respectively. Web traffic to the United Nations News Centre showed steady growth, with the average number of visits to the English site rising from 355,000 from June to August 2004 to 539,000 during same period in 2005. The six-days-a-week satellite feed of video clips started in March 2005 and close to 600 stories have been distributed, with 500 members of the Associated Press Television News and 60 members of the European Broadcast Union among its clients.

(b) Surveys of clients show an 80 per cent level of satisfaction with the timeliness in submission and delivery of photographic and video material and products. The new Networked Interactive Content Access system for photos has increased productivity, with three hours as the average turnaround time for production and delivery to agencies. The access system has also improved internal efficiency by providing a central photo retrieval resource for all internal users (United Nations News Centre, Radio Section, iSeek, Graphic Design Unit, Africa Renewal, and others). The access system photo module has also facilitated photo distribution to selected wire services. Live United Nations Television coverage continues to be successfully distributed immediately after events. A survey showed 100 per cent satisfaction with the timeliness and the material received. With the introduction of Unifeed, the News and Media Division was able to complement the successful United Nations Television operations through the provision of topical field shots of United Nations work around the globe six days a week.

Subprogramme 3
Library services

28.4 (a) To address the goal of providing easier, more extensive and timelier access by users to products and services of the Dag Hammarskjöld Library, a personal knowledge management initiative was launched to assist staff and delegates to deal with the increasingly complex information environment. From interviews with participants in this initiative, it is apparent that coping with United Nations documentation remains an area of difficulty for staff of the Organization and permanent missions (33 per cent of users request coaching on United Nations documentation). Multiple reference services in the main library were merged into a single service desk resulting in better use of staff. A client survey indicated that 92 per cent of those surveyed felt that the Library programme fully met their expectations. The Library's Internet site* was redesigned to reflect more closely client information needs as determined through a 2004 survey. It now serves as a gateway site to information resources of the Library and other United Nations sites. In 2005, the Library took over management of the United Nations Intranet, iSeek,

which provides information about issues of concern to staff and management with a view to encouraging better internal communication. A strategy paper was produced in cooperation with other United Nations libraries, focusing on increased outreach and promotion of library services to clients.* The Library will reinforce its services to depository libraries.

(b) The Yearbook Section met its goal of the timely issuance of the *Yearbook of the United Nations* and reduced the time lag between the year covered and the date of publication, enabling distribution of two volumes of the *Yearbook* to its end-users a month earlier than in the previous biennium. The Yearbook Section also worked closely with the Sales Section on various aspects of the marketing and distribution of the *Yearbook*.

Subprogramme 4
Outreach services

28.5 More than 94 per cent of survey respondents stated that their understanding of the role, work and concerns of the United Nations had improved as a result of the outreach activities, programmes and services of the Department. An expansion of outreach was accomplished in all areas of work through publications, websites and webcasts, online discussion forums, and public feedback mechanisms, among others. All websites of the Outreach Division experienced growth in the number of page views. There was a 77.5 per cent increase in page views for the websites of Cyberschoolbus* and the NGO Section* between 2004 and 2005. The English and French editions of the *UN Chronicle* reach nearly 97 per cent of its worldwide readership, with the English edition accounting for some 72 per cent of all readers and the French edition for some 25 per cent. The remaining 3 per cent are divided among the Arabic, Chinese, Russian and Spanish editions. The online readership of the *UN Chronicle* almost doubled. The number of guided tour participants increased by 14.4 per cent from 2004 to 2005. Additionally, outreach through the media expanded through the production of eight public service announcements that have been aired on major international, regional and national television channels.

Section 29A
Office of the Under-Secretary-General for Management*

Highlights of programme results

Transparency, integrity and accountability were enhanced through the establishment of an Ethics Office (ST/SGB/2005/22), the introduction of a new whistle-blower protection policy (ST/SGB/2005/21) and the extension of financial disclosure requirements. The availability of information and services to all clients of the Department of Management was improved by a new departmental website. A review of the delegation of authority identified new areas for delegation and resulted in the production of a guidebook on the delegation of authority to support management induction programmes. The results of the global client survey were used to identify priority areas for improvement and follow-up action. The Progress and Impact Reporting System was enhanced. The executive information report on management covering all Secretariat departments was completed and submitted to the Secretary-General in order to facilitate assessment of the performance of senior managers. An internal oversight committee was established to ensure the timely implementation of recommendations. Legislative reporting was streamlined through the incorporation of annual reports on the implementation of the recommendations of the Joint Inspection Unit in its annual reports. Targets for the more timely disposition of appeals and disciplinary cases were exceeded.

Further details of programme results are available in the report of the Secretary-General on progress and impact assessment of management improvement measures (A/60/70).

Challenges, obstacles and unmet goals

The executive information report on management was found lacking in provisions for a comprehensive assessment of senior managers' performance in programmatic and leadership functions. In that context, a more systematic mechanism to assist in assessing senior managers' performance is needed. The Management Performance Board was created to meet this need, and proposals were formulated to create comprehensive reporting for the Board to carry out its functions. The role and responsibilities of senior managers in monitoring the performance of their departments need to be properly defined and institutionalized so that reporting systems can be matched to those expectations. It is imperative that a system-wide tracking mechanism be developed in order to effectively monitor the implementation of oversight body recommendations.

* Further information is available online.

06-27524

Output implementation rate

The above-cited results are based on the implementation of 100 per cent of 348 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 29A) and General Assembly resolution 58/270, annex I).

Executive direction and management

29A.1 (a) In terms of identification of emerging issues that require attention by Member States, a wide range of reform initiatives, including security,* was submitted to them.

(b) Enhanced policy coherence in the management of the activities of the United Nations was evidenced through the establishment of the Department for Safety and Security and the proposal for improved inter-agency staff mobility,* as well as the launch of the Extranet platform.

(c) Twelve new areas of delegation of authority were implemented and explained in a guidebook, which is available online to staff, to ensure that administrative support services are readily available and user-friendly. The Department's client survey identified specific support areas that needed improvement in terms of availability and accessibility, including recruitment, payroll, travel and information technology systems.

Subprogramme 1
Management services

29A.2 To improve overall management performance, and in particular to enhance transparency, integrity and accountability, an Ethics Office was created (ST/SGB/2005/22), a new whistleblower protection policy (ST/SGB/2005/21) introduced and financial disclosure requirements extended. A Management Performance Board was created to oversee performance accountability of senior managers. The Board endorsed a redesigned senior management compact with a set of objectives as the basis for an annual review of senior managers' performance. A new departmental website in iSeek improved the availability of information and services to its clients. The Progress and Impact Reporting System was enhanced and reflected inputs from 16 departments (target: 15). The key item management reporting system was utilized by 13 departments (target: 15). The executive information report on management covering the entire Secretariat was submitted to the Secretary-General in order to facilitate assessment of the performance of senior managers. However, the report was found lacking in provisions for a comprehensive assessment of a senior managers' performance in programmatic and leadership functions. The key item management reporting system has been difficult to promote as a management tool because of the proliferation of several other tools available to managers. It is envisaged to integrate the system with enterprise-wide reporting tools as they are introduced. The role and responsibilities of senior managers in monitoring programme performance need to be properly defined and institutionalized so that reporting systems can be matched to those expectations.

29A.3 In respect of improving the system for responding within given deadlines to oversight bodies on the implementation of their recommendations, compliance with the requirement to identify time frames for the implementation of recommendations improved to 73 per cent from almost zero for outstanding recommendations of the Board of Auditors. An internal oversight committee was established to ensure the timely implementation of recommendations, and a tracking system for recommendations was scheduled. The timeliness of the submission of reports to the General Assembly improved. The streamlining of reporting to the Assembly was achieved through elimination of the annual report of the Secretary-General on the status of implementation of recommendations of the Joint Inspection Unit and the introduction of systematic reporting to the Joint Inspection Unit for the integration of status data in its annual report. It is imperative that a system-wide tracking mechanism be developed in order to effectively monitor the implementation of the recommendations of oversight bodies.

Subprogramme 2
Administration of justice

29A.4 Targets for the timely disposition of cases related to disciplinary affairs, claims and appeals of the staff were exceeded. The time frame between the submission and the final disposition of appeals was reduced by 22 per cent to 1.95 years, despite the increase from 193 to 217 in the number of appeals handled. The time frame for processing disciplinary cases was reduced from 3.5 to 3.25 months, despite the increase in cases considered from 63 to 82. The Panel of Counsel reduced its response time in representing staff members in the internal recourse system from four weeks to two.

Section 29B
Office of Programme Planning, Budget and Accounts*

Highlights of programme results

Approval of resources was obtained for additional budgets presented in over 40 more reports than originally planned, namely those related to the 2005 World Summit Outcome, additional political missions, new courts and tribunals, the security management system, four new peacekeeping operations and other peacekeeping reports prepared out of cycle.

The new Budget Information System* provided for budget instructions to be posted directly on the Intranet, together with facilities for the preparation and submission of budget proposals.

The use of automation techniques has improved the final consolidated financial statements, allowing more time for review and verification of accounts and improving reporting deadlines. A new one-stop client service centre has provided staff and retirees with a single centre for all payroll, tax, insurance, after-service health insurance benefits and related entitlement issues.

The Treasury's banking project to assist peacekeeping missions helped to improve cash transportation and storage policies and procedures, implement new payment systems and train mission staff in Treasury procedures and policies. The United Nations joined the Society for Worldwide Interbank Financial Telecommunication (SWIFT) to maintain secure and reliable global communications with banks to send payment instructions, execute payments and receive transaction data.

One year after the introduction of results-based budgeting* in peacekeeping operations, peacekeeping budgets showed a significant improvement in the measurability of such elements. In the 2004/05 period, 84 per cent of the outputs were clearly measurable against 51 per cent in the 2003/04 period. This improvement went hand-in-hand with increased involvement of senior managers in preparing the results-based budgeting frameworks.* The budgets also reflected improved linkages between the results-based budgeting frameworks and resource requirements. During the biennium, all pre-session documentation prepared by the Secretariat was submitted within the established deadlines.

Challenges, obstacles and unmet goals

A client survey in the accounting area pointed to some shortcomings in services that will be addressed. With regard to the use of final expenditures as an indicator of achievement, experience showed that a better indicator for the expected accomplishment might involve the first and second performance report figures.

* Further information is available online.

Output implementation rate

The above-cited results are based on the implementation of 100 per cent of 64 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 29B) and General Assembly resolution 58/270, annex I).

Executive direction and management

29B.1(a) The provision of more qualitative financial advice, leading to an increased understanding of financial management and control in the Organization, was addressed through workshops, town hall meetings, retreats and surveys.

(b) In terms of the programme of work being effectively managed,* all mandated activities were delivered, including unanticipated additional reports requested by the General Assembly and the Security Council. Effective scheduling for the review of departmental submissions is essential for ensuring that deadlines are met.

Subprogramme 1
Financial accounting and reporting

29B.2(a) The provision of accurate financial statements on a timely basis was evidenced by the 2002-2003 financial statements having been completed on time and provided to the Board of Auditors. The 2004-2005 financial statements will be completed by 31 March 2006, and the audit opinion is expected in July 2006.

(b) Better compliance by departments and offices of the Secretariat with the Financial Regulations and Rules is evidenced by the 2002-2003 financial statements receiving a favourable audit opinion. During 2002-2003 there were two main findings by the Board of Auditors related to the Accounts Division, the same as in the previous biennium. The Accounts Division is continuously making improvements in its practices and aims at increasing accuracy in financial statements.

29B.3 Ensuring that client's needs are better met was evidenced by the results of the client survey, with 50 per cent of respondents saying that services had improved. Also, the number of travel claims that were processed within 30 days increased from 73 per cent to 98.8 per cent.

Subprogramme 2
Programme planning and budgeting

29B.4(a) With regard to improvement in the presentation of budget and medium-term plan documents, the Department received 15 critical comments. However, positive feedback was received on unforeseen items relating to safety and security and the various follow-up documents relating to the 2005 World Summit (outcome document, revised estimates, etc). To act on criticism on the clarity/quality of indicators, a follow-up session on results-based budgeting is envisaged for 2006.

(b) With regard to improved availability of budgetary documents, some slippage occurred in the internal deadline for the provision of advance copies. However, the budget fascicles were available to the beneficiaries as required, five weeks prior to the opening of the sixtieth session of the General Assembly. As per resolution 58/269, the strategic framework portion of the budget fascicle is no longer cleared by the Committee for Programme and Coordination unless it varies from the approved biennial programme plan.

(c) In terms of compliance with regulation 5.6 of the Regulations and Rules Governing Programme Planning, the Programme Aspects of the Budget, the Monitoring of Implementation and the Methods of Evaluation, progress was made in that the number of sections with deleted outputs increased from 10 to 24. However, the financial impact is difficult to measure, as the programmes may have new mandates to which the released resources were redeployed. While the definition of the indicator is specified as outputs deleted as a result of being obsolete, irrelevant or of marginal usefulness, it is currently not possible to determine why an output was deleted.

29B.5 The performance measure on improved budgetary control and monitoring of expenditures was negative, as 12 budget sections in 2002-2003 experienced expenditure deviations of plus or minus 1 per cent (of allotments), while in 2004-2005 the number of budget sections with deviations jumped to 40. However, the figures being compared are being taken from the system at different stages of finalization. The 2004-2005 expenditures are currently provisional figures and therefore not a true reflection of the final position. These complications occur owing to the timing incompatibility of the accounting closing period and the time frame for submission of the programme performance report. A better indicator for the expected accomplishment might involve the first and second performance report figures. Such figures would not experience the timing problems that the current performance measure encounters.

Subprogramme 3
Contributions assessment and processing

29B.6 In terms of timeliness of the provision of information on the scale of assessment issues to the Committee on Contributions and the General Assembly, all pre-session documentation prepared by the Secretariat was submitted within the slotting deadlines, thus effectively facilitating the work of the Committee.

Subprogramme 4
Treasury services

29B.7 (a) Improved efficiency and security of the Organization's cash management and payment systems was accomplished by the installation of an interface allowing interchange of payments and cash management data. The Treasury also implemented SWIFT, which led to increased automated (non-cheque) payments, lower bank charges and reduced room for error. However, not all payments were moved to SWIFT, as some banks are not part of the network. The Treasury negotiated a new contract with J.P. Morgan Chase Bank that gives more options in terms of client banks, thus facilitating eventual conversion to 100 per cent automated payments.

(b) Effectiveness of investment practices was enhanced as evidenced by the Treasury having earned a return of 2.72 per cent in 2005 versus a 1.93 per cent

average market return for 41 benchmark funds. The Treasury was ranked fourth in the list of 41 comparable funds. The realized return in 2004 was 1.64 per cent versus the 0.91 per cent average market return for 42 benchmark funds. The Treasury achieved that return with zero cash loss and while meeting all liquidity requirements of all clients, thus outperforming the market while observing United Nations Treasury policies.

Subprogramme 5
Financial services relating to peacekeeping matters

29B.8 (a) Improved provision of information to the Security Council, the General Assembly, other intergovernmental bodies and troop-contributing countries to make fully informed decisions on issues relating to peacekeeping* was evidenced by the submission by the requested dates of reports for all active missions. Reports for newly established missions (the United Nations Mission in Liberia, UNOCI, ONUB, MINUSTAH and UNMIS) and missions with mandate changes (the United Nations Mission of Support in East Timor, the United Nations Organization Mission in the Democratic Republic of the Congo (MONUC) and the United Nations Mission in Sierra Leone) were submitted within three months of the respective Security Council resolutions. Achieving the objective enabled the General Assembly and other intergovernmental bodies and troop-contributing countries to consider and decide on the financial resources of active missions in a timely manner.

(b) Increased efficiency and effectiveness in conducting, directing and supporting peacekeeping operations in financial and budgetary matters was evidenced by the reduction of liabilities to troop-contributing countries to an average of two months at the time of the payment. A total of 10 payments were implemented, comprising eight scheduled quarterly payments plus two special payments, based on the cash position of the active peacekeeping missions. To evaluate the Secretariat's effectiveness and efficiency in supporting peacekeeping operations, a client survey will be conducted.

Section 29C
Office of Human Resources Management*

Highlights of programme results

The comprehensive human resources management reform programme* that has been pursued over the past six years has built the Organization's human resources capacity and strengthened its ability to attract, develop and retain staff of the highest calibre. It has fostered the process of creating a more productive, flexible and results-oriented Organization that is better able to meet the challenges set out in the Millennium Declaration within a culture of continuous learning, high performance and managerial excellence.

Further details of programme results are available in the report of the Secretary-General on human resources management (A/59/263).

Challenges, obstacles and unmet goals

A number of initiatives to strengthen human resources management and related challenges have been outlined in reports of the Secretary-General on human resources management reform and improving gender distribution in the Secretariat (A/59/263 and Add.2), improvement of geographical representation in the Secretariat (A/59/264) and investing in the United Nations for a stronger organization worldwide (A/60/692).

Challenges have also been highlighted in the OIOS study on impact of human resources management reforms (A/59/253).

Output implementation rate

The above-cited results are based on the implementation rate of 98 per cent of 231 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 29C) and General Assembly resolution 58/270, annex I).

Executive direction and management

29C.1 (a) Concerning improved human resources management, progress was achieved in bringing about human resources management reform, including in conditions of service in the field, in expanding opportunities for General Service staff and on HIV/AIDS.

(b) In terms of the programme of work being effectively managed, the Office of Human Resources Management provided documents and advice to the legislative bodies in a timely manner, staff were selected and appointed to keep the vacancy rate of the Office at a minimum, and resources were fully utilized.

* Further information is available online.

Subprogramme 1
Operational services

29C.2 A system of forecasting, planning and staffing was enhanced through the analysis of statistical data and long-term trends covering several main demographic characteristics of staff across the Secretariat. Human resources management, together with programme and financial management, is included in the annual programme management plans that heads of department establish with the Secretary-General, thus reinforcing the accountability of senior managers for the authority delegated to them. The first phase of an online system to facilitate the preparation and monitoring of human resources action plans was developed. To monitor the implementation of human resources policies and practices, as well as delegated authority where applicable, the Office of Human Resources Management undertook on-site monitoring missions. An existing information technology support tool for advertising vacancies and managing the evaluation of candidates was modified to meet the need to recruit consultants and field staff. Some 3,600 vacancy announcements were issued through the e-staffing tool, Galaxy. More than 550,000 applications were received. Consultations with and guidance to central review bodies Secretariat-wide was provided in over 900 instances. To promote consistency and transparency, additional guidelines were developed on roster management and candidate selection.

Subprogramme 2
Organizational development services

29C.3 (a) Improved policies, programmes and systems for competitive examinations, staff development, mobility, performance management and conditions of service were reflected by a 26 per cent increase in the number of applicants taking competitive examinations, which reached 27,100, leading to the rostering of the highest number of qualified candidates from un- and under-represented countries. Participation in staff development programmes, including the managerial development of junior Professionals and General Service staff, exceeded the target, reaching over 53,000. The Organization-wide mobility information campaign was launched in 2005; 256 staff at the P-2 level have successfully moved through the three mandatory Managed Reassignment Programmes and the six voluntary reassignment exercises. The Mentoring Programme provided career support to some 390 new staff in various duty stations. The introduction of the electronic performance appraisal system (e-PAS) streamlined the workflow, and as at 31 December 2005 over 25,700 staff throughout the Secretariat were registered on e-PAS, with compliance reaching over 80 per cent.

(b) A key element in the improvement of the internal justice system was the faster processing of appeals cases by achieving early resolution at the administrative review, which led to fewer Secretariat appeals being filed with the Joint Appeals Board* and the avoidance of unnecessary or protracted litigation. Eight cases were resolved at the initial appeal stage and 80 respondents' replies were submitted, exceeding the target of 65.

Subprogramme 3
Medical services

29C.4(a) Increased awareness of the United Nations medical standards and policies was addressed through the revision of the administrative instructions on medical clearances and examinations. Staff health promotion and awareness programmes were implemented at Headquarters, including the Annual Health Fair in 2004. Management in all field duty stations were informed of current measures to address emerging health situations, for example the contingency plan guidelines for a possible influenza pandemic.

(b) Improved staff health care through timely and adequate medical services was evidenced by the performance of 4,378 medical examinations in New York and the provision of 75,116 clearances to staff worldwide. There were 2,923 medical evacuation/repatriation cases. Sick leave certification reached a total of 46,472. Technical support was provided to United Nations medical personnel in 43 dispensaries in hardship duty stations and 45 medical facilities in field mission areas. The occupational health management information system (Earthmed) improved operational efficiencies in patient scheduling, immunization and medical clearance, sick leave management, incident reporting and compensation claim processing.

Section 29D
Office of Central Support Services*

Highlights of programme results

In the information technology area, the availability of systems and user satisfaction were maintained at 99 per cent, despite the explosive growth in data processed and attacks through viruses and other malicious software. Access to applications by remote users was increased, the sharing of institutional knowledge was facilitated and new applications were developed to improve administrative processes, including in the area of correspondence tracking, medical management, inventory control and audit recommendations tracking. In the area of facilities management,* a 25 per cent reduction in the incidence of service disruptions was achieved, and efficiency was improved through automation. In the area of procurement,* the standardization and streamlining of procedures were achieved and the supplier base broadened, resulting in a client satisfaction rate of 93.5 per cent. A total of 75 per cent of the recommendations made by oversight bodies were implemented, and ethical guidelines were developed. The cost and efficiency of travel and transportation services were improved, with airline discounts of 25 per cent realized and, in the area of archives and records management, the percentage of vital records protected was 70 per cent, almost double the rate of the previous biennium. In policy matters, the Office was instrumental in spearheading system-wide initiatives in the areas of information and communication technology and travel.

Challenges, obstacles and unmet goals

The focus on securing the United Nations premises took priority in terms of financial and staff resources, resulting in the transfer of the Security Service to the newly created Department of Safety and Security. Other important challenges were evident in the area of information and communication technology, where the Office of Central Support Services is trying to lead the Organization towards further standardization and consolidation of applications. In the area of facilities management, the delay in implementation of the capital master plan is rendering the maintenance of the building difficult. Without the possibility of effecting major improvements, the Organization is left with makeshift repairs and is increasingly vulnerable to major breakdowns.

Representing one of the most significant risks to the Organization in terms of the potential for uneconomical contracting, fraud, corruption and abuse, the Secretariat's procurement activities require continuous oversight and improvement; implementing effective internal controls presents a constant challenge.

* Further information is available online.

Output implementation rate

The above-cited results are based on the implementation of mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 29D) and General Assembly resolution 58/270, annex I).

Executive direction and management

29D.1 (a) In terms of the programme of work being effectively managed, all mandated activities were delivered and special attention was given to the implementation of improved processes and automated systems. Human resources management was improved, as measured by progress towards achieving the goals of the human resources action plans.

(b) In terms of the identification of emerging issues that require the attention of Member States, the Office of Central Support Services contributed to a number of reports that brought important issues to the attention of the General Assembly in the areas of security, information and communication technology strategy and procurement.

Subprogramme 1
Security and safety

29D.2 The security and safety conditions on the United Nations premises improved, with delegations, staff, visiting dignitaries, non-governmental organizations, media personnel and visitors experiencing no security-related incidents that caused postponement or cancellation of either the fifty-ninth or sixtieth sessions of the General Assembly or any other meetings or visits. This was accomplished through the implementation of additional protective measures and the forestalling of all possible breaches of security. The physical security of the United Nations complex was further improved with the installation of higher perimeter fences and gates and new perimeter lighting and interior vehicle barriers at strategic locations. The in-house Canine Unit was established and conducts explosives screening/searches in buildings and vehicles for suspicious items.

Subprogramme 2
Information technology services

29D.3 (a) An increased technological contribution to the effectiveness of decision-making and administrative processes* was achieved through the introduction of new applications in the areas of correspondence management, medical services management, inventory control and departmental management of OIOS recommendations. The Information Technology Services Division provided reliable e-mail services despite an increase in the volume of messages from 90,000 to 200,000 per day and the explosion of viruses from 2,000 per day in 2002-2003 to 20,000 per day in 2004-2005 and unsolicited mail (spam) from zero to 250,000 per day during the same period. Infrastructure support was provided for all centrally and departmentally developed applications, which required an increase in the storage

network from 11,000 to 90,000 gigabytes, in the number of servers from 75 to 580 and the number of SQL databases from 4 to 150. A wireless network and the BlackBerry service significantly extended the availability of information and communication technology resources.

(b) Increased sharing of the Organization's institutional knowledge was achieved through initiatives such as free public access to ODS, the development of a new Secretariat-wide global Intranet system, iSeek, the conversion of several applications to a web-based environment and the development of an Extranet to facilitate information-sharing across United Nations agencies, which now contains 54 sites, as well as other news-related applications.

Subprogramme 3
Procurement

29D.4 (a) The increased level of simplicity, transparency and effectiveness of administrative procedures in procurement activities* was evidenced by the client satisfaction survey, with 95 per cent of respondents rating the performance of the Procurement Service as satisfactory. The rate of requisition case processing increased from 1.47 to 1.49 cases per procurement staff member per week, which demonstrates that, in spite of the volume, Procurement Officers handled more cases per week, thereby reducing delays in processing the orders.

(b) One area of progress made in the implementation of procurement reform is the promulgation of the Procurement Manual,* which incorporated recommendations of the oversight bodies. The Procurement Service is finalizing ethical guidelines for procurement staff.

(c) In order to improve efforts to diversify United Nations suppliers,* business seminars were held for 431 vendors from developing countries and countries in transition in an effort to disseminate information on United Nations procurement opportunities and requirements for registration as United Nations vendors.

Subprogramme 4
Travel and transportation

29D.5 (a) More cost-effective travel services for staff, the Office of the Secretary-General and delegations* were achieved through the establishment of an Inter-Agency Travel Network aimed at leveraging global airline expenditures. Several airlines, including British Airways, Lufthansa and Singapore Airlines, have approached field offices to offer local discounts and enter into local agreements. At Headquarters, the pooling of resources of the Secretariat, UNDP and UNICEF led to an average across-the-board discount of approximately 25 per cent over regularly published airfares. While the automation of travel-related administrative processes had already increased efficiency, more can be achieved to streamline those processes, eliminate duplication and better meet the needs of travellers.

(b) Improved timeliness of transportation and delivery of goods and materials was achieved through the introduction of e-billing for stationery items and insurance payments as well as electronic bar-coding and tracking systems for vehicles and special deliveries. E-billing for stationery items resulted in the elimination of monthly bills which averaged 200 pages each. E-billing also reduced

the time frame of the payment process. Similarly, the insurance payment process was reduced from approximately five weeks to three. Electronic bar-coding and tracking systems enabled instant delivery confirmation and receivers' acknowledgment signature. One area of possible improvement is the transportation of the personal effects of military observers and civilian police at peacekeeping missions.

Subprogramme 5
Facilities management

29D.6 The physical condition of United Nations premises and facilities was improved in part through upgrades to critical equipment and the replacement or enhancement of mechanical and electrical components at the main chiller plant. As a result, the number of service disruptions was reduced from 31,652 to 23,776. However, given the age of the United Nations premises and owing to the deferment of major upgrades to the building infrastructure by the delay in the implementation of the capital master plan,* there was an increase in the number of malfunctions from 621 to 668.

Subprogramme 6
Archives and records management

29D.7 (a) More effective archives and records services through the gradual development of a common service archives research centre* was addressed through the development of requirements for an enterprise content management system to establish international best practices for documents, records and archives management. New policies on e-mail as records, electronic recordkeeping and security classification of e-mail have been drafted. Records retention schedules were developed for six Secretariat offices, including a major policy for all records in field missions of the Department of Peacekeeping Operations. All requests from Member States for access to information were responded to, including 700 reference inquiries on United Nations archives.

(b) To date, 70 per cent of vital records in the custody of the Archives and Records Management Section have been identified and are protected. An administrative instruction on recordkeeping has been formulated. An evaluation of Secretariat records and information management programmes revealed widespread weaknesses in the management of records in general and vital records in particular. Such weaknesses could pose significant risk to the Organization in the event of a disaster.

Section 29E
Administration, Geneva*

Highlights of programme results

A client satisfaction survey of 29 main offices serviced rated the response time, quality, understanding and guidance provided and proposed specific improvement opportunities. The 2004 survey showed an overall rate of satisfaction with the quality and timeliness of services provided of 89.3 per cent, against the 85 per cent target. A total of 77.3 per cent of all Administration services evaluated received a quality and timeliness assessment rate of over 85 per cent, while the mail and pouch and telecommunications services were evaluated satisfaction rates of over 95 per cent. The preliminary results as at January 2006 (at a 48.3 per cent response rate) of the 2005 survey showed overall satisfaction with the quality and timeliness of the services of 96.6 per cent.

Work in identifying efficiency measures, future savings and cost avoidance resulted in the reduction in the downtime of the information and communication technology infrastructure, a decrease in oil consumption through the use of more efficient heat-saving measures in the conference rooms, a decrease in electricity consumption owing to the continued lighting fixtures replacement plan and a decrease in water consumption through the systematic repair of corroded pipes and the replacement of obsolete flushing installations.*

Challenges, obstacles and unmet goals

As currently established, a number of indicators of achievement did not allow to meaningfully represent achievements under specific accomplishments. Those indicators were not aligned with the latest developments within subprogrammes. Better-defined indicators are necessary both to demonstrate the accomplishments of subprogrammes and to motivate subprogrammes to ensure continuously high standards of work.

Output implementation rate

The above-cited results are based on the implementation of 100 per cent of three mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 29E) and General Assembly resolution 58/270, annex I).

* Further information is available online.

Subprogramme 1
Management services

29E.1 In terms of improved management performance and delivery of services, a client satisfaction survey for 2004 showed that 89.3 per cent were satisfied with the quality and timeliness of services, against the 85 per cent target. The Division of Administration implemented various efficiency measures to achieve immediate and future savings and cost avoidance, including measures to reduce the downtime of the information and communication technology infrastructure. The target in downtime costs avoided (expressed in staff costs savings) for the biennium was set at $306,000. The actual downtime costs avoided for the biennium was $139,000.

Subprogramme 2
Programme planning, budget and accounts

29E.2 As evidence that clients' needs are better met, 91.8 per cent of clients surveyed were satisfied with services in 2004 (compared to the target of 85 per cent). The preliminary results for 2005 (at a 48.3 per cent response rate) showed an overall satisfaction rate of 100 per cent. The objective of processing 100 per cent of payments within 30 days of receipt was accomplished.

29E.3 In 2004, the appropriation utilization level achieved was 100.4 per cent, showing improved budgetary control and monitoring of expenditures. In 2005, the final appropriation utilization level achieved was 99.4 per cent, which is insignificantly below the target of 100 per cent.

Subprogramme 3
Human resources management

29E.4 (a) Concerning forecasting, planning and recruitment, placement and promotion of staff, a random sample of posts filled during the biennium revealed that the time required to process recruitment actions was 121 days, above the target. The time required to process separation actions averaged nine days. The human resources action plan shows that in the United Nations Office at Geneva, representation of female staff at the Professional level and higher is 38.1 per cent, and overall female representation is 43.9 per cent. The results of the first ever client satisfaction survey conducted for 2004 reflect a satisfaction rate for the recruitment and personnel administration services of 83.4 per cent. The preliminary results for 2005 (at a 48.3 per cent response rate) showed an overall satisfaction rate with regard to the quality and timeliness of services of 77.8 per cent.

(b) Regarding improved systems and procedures for examinations, staff development, mobility and performance management, the 2004 survey revealed a client satisfaction rate of 95.1 per cent (compared with the target of 85 per cent). The preliminary results for 2005 with regard to the quality and timeliness of services showed an overall satisfaction rate of 100 per cent.

(c) Improvement of the internal justice system as part of the human resources management reform process was evidenced by 11 appeals (compared with the target of 8) settled through conciliation, which amounted to 23 per cent of the total. However, this result was exceptional, since the normal average of appeals solved through conciliation is usually between 8 and 11 per cent.

Subprogramme 4
Support services

29E.5 (a) Better physical condition of United Nations premises was evidenced by the number of malfunctions of infrastructure systems, 12,000, being lower than the target of 13,800 owing to the preventive maintenance programme. A self-evaluation revealed that actions taken to reduce utilities consumption were successful. For instance, water consumption decreased by an estimated 24.2 per cent, while electricity consumption decreased by an estimated 0.5 per cent.

(b) In terms of working environment and efficient space management, the overall assessment of services for 2004 showed a satisfaction rate of 96.9 per cent (compared with the target of 85 per cent). The preliminary results for 2005 showed an overall satisfaction rate of 100 per cent. Relocation of the offices of the Conference on Disarmament was completed as scheduled.

(c) A satisfaction rate of 100 per cent with the mail and pouch services was achieved. Duplications of pouch services to specific destinations were avoided by using the services of WHO, the International Labour Organization or UNHCR whenever a destination was already covered by one of them.

(d) A 2004 client satisfaction survey of the customers of information and communication technology services was mostly positive regarding response time, quality, understanding of the client's requirements and guidance provided, thereby indicating the effectiveness of administrative processes in information and communication technology services. The returns showed a satisfaction rate of 90.3 per cent compared with the target of 85 per cent. IMIS and e-mail were evaluated with satisfaction rates below the target of 85 per cent. The preliminary results for 2005 showed an overall satisfaction rate of 94.8 per cent.

(e) Taking as a scope the metropolitan area of the United Nations Office at Geneva (all the departments and organizations connected through the Office's network) the number of programmes (software applications) that allow data-sharing grew from 15 to 17, thus indicating improved sharing of the Organization's institutional knowledge in information technology services.

(f) In terms of increased simplicity, transparency and effectiveness of administrative procedures in procurement activities and improvement to diversify United Nations suppliers, the overall client satisfaction survey rating for 2004 was 70.6 per cent, below the target of 85 per cent. A self-evaluation indicated increased participation and interest by 5 to 10 per cent of suppliers as the result of an effort to further diversify United Nations suppliers. Expressions of interest were posted on the Internet website of the Purchase and Transportation Section and in the Inter-Agency Procurement Services Office website,* which resulted in increased participation and interest of suppliers and provided clients with a wider set of offers to consider.

(g) More cost-effective travel and transportation services were achieved, with 96.8 per cent of requests for travel approved within five working days of being certified (88.2 per cent within one working day). A total of 90 per cent of United Nations laissez-passer and United Nations and United Nations family certificates were issued within five working days. The overall client satisfaction survey rating for 2004 was 95 per cent, above the target of 85 per cent.

(h) Improved security and safety conditions on the premises were achieved, although there was one incidence of unauthorized entry. The security strategy placed emphasis on augmenting the efficiency of access controls on the grounds of the United Nations Office at Geneva. New facilities were constructed, new equipment was installed, and procedures were updated. In addition, new security staff joined the United Nations Office at Geneva. The number of emergency incidents was zero in comparison with the expected maximum of four and was lower than the baseline of five such incidents in the previous biennium.

Section 29F
Administration, Vienna*

Highlights of programme results

The United Nations Office at Vienna and the United Nations Office on Drugs and Crime continued to provide financial and human resources management, information and communication technology support and other central services, such as procurement and facilities management, to all Secretariat entities located in Vienna. It also provided security and safety services and conference management services to all international organizations located in the Vienna International Centre. The main focus and achievements of the current biennium of the Division of Administrative and Common Services include the strengthened management capacity of UNODC, security enhancement and the smooth progress of asbestos removal.

The reorganization of the United Nations Office at Vienna and UNODC (see ST/SGB/2004/5 and ST/SGB/2004/6) has integrated the Division for Management into UNODC and positioned it in close strategic partnership with the substantive divisions of UNODC. The Division not only supported UNODC through efficient service provision, it led UNODC to strengthen its management capacity. Together with the Security Advisory Group, the United Nations Office at Vienna steered the risk assessment of the Vienna International Centre, the proposal of remedial measures and the preparation of the budget. Asbestos removal work proceeded on schedule, and several hundred staff were moved smoothly to and from containers.*

Challenges, obstacles and unmet goals

Some of the security enhancement measures already in place or under consideration will cause inconvenience to staff and delegates. The United Nations Office at Vienna organized briefings for all staff and delegates to inform them, mitigate discontent and win support and cooperation. Another challenge to the implementation of the approved security enhancement project is the slow progress in obtaining the host country's definitive position. The project cannot progress without this.

Output implementation rate

The above-cited results are based on the implementation of mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 29F) and General Assembly resolution 58/270, annex I).

* Further information is available online.

Subprogramme 1
Management services

29F.1 Concerning management performance and delivery of services, achievements include the introduction of process improvement measures and automated workflow mechanisms. As a result, processing time and the availability and accuracy of information has improved. UNODC has opened bank accounts for field offices or made different service provision arrangements to lessen the reliance on and reduce fees paid to UNDP.

Subprogramme 2
Programme planning, budget and accounts

29F.2 Achievements in budgetary control and monitoring of expenditures include the rigorous budgetary monitoring of the UNODC programme, which contributed to the strengthening of the programme management practice and discipline of UNODC; innovations to the Programme and Financial Information Management system (ProFi), which allowed access to the real-time expenditure status of all projects; and the opening of bank accounts in the field to save administrative costs. The reorganization of UNODC involved a considerable effort to accelerate programmatic integration through the harmonization of administrative processes.

29F.3 To ensure that clients' needs are better met, a Lotus Notes application was designed and implemented to record, track and monitor travel claims received. The application can readily provide feedback in the form of statistical data regarding the overall time to process a claim. The goal of processing travel claims within 30 days of receipt was accomplished.

Subprogramme 3
Human resources management

29F.4 (a) A system of forecasting, planning, recruitment, placement and promotion of staff was enhanced through the quarterly monitoring of all staff due to retire in the coming six months. Progress was made with the review of more than 400 job descriptions of General Service staff and by assigning generic job profiles to 90 per cent of all posts. The Recruitment and Placement Unit in the United Nations Office at Vienna and UNODC provided training related to evaluation criteria and their role in the selection process, resulting in a reduction in the average time taken to fill a position to 108 days.

(b) The creation of an online staff development calendar helped to improve systems and procedures for examinations, staff development, mobility and performance management. An application allowing staff to apply for courses online was introduced. The Career Centre, which offers monthly presentations on the work and mandate of the Organization to interested staff, was established. UNODC piloted a structured mobility policy for its Professional staff and will replicate this for Professional and General Service staff members of the United Nations Office at Vienna.

(c) The number of appeals was drastically reduced in the current reporting period, indicating improvement of the internal justice system as an integral part of the human resources management reform process. This improvement could be partially attributed to the establishment of the position of Ombudsman, which assists staff in resolving conflicts informally. Five appeals were submitted in 2005, one of which was considered non-receivable because the deadline had expired.

Subprogramme 4
Support services

29F.5 (a) The Information Technology Service developed several new workflow and knowledge applications to support effective administrative processes. Efforts are concentrated on computerizing forms, and applications related to security, online communication within and outside the Organization and support to field offices have been developed.

(b) The ProFi system helped to improve the sharing of the Organization's institutional knowledge. The system embraces all field offices and is now also being accessed by a number of Member States. It contains both financial and substantive information. In addition, the number of internal knowledge databases grew and new workflow applications were introduced, together with a revamped Intranet with many links to live information.

(c) The procurement processing rate rose to 3.7 cases, or $70,000 per procurement assistant per week, translating to increases of 39 per cent and 81 per cent respectively (versus the previous number of 2.6 cases and $39,000 per procurement assistant per week), thus indicating an increased level of simplicity, transparency and effectiveness of administrative procedures in procurement. The targeted processing time for requisitions of purchase orders remained within 10 days for 80 per cent of purchase orders. The 2004 client survey revealed an overall satisfaction level of 77 per cent. An audit trail is being maintained for each procurement case. It documents the complete sequence of actions, the criteria for decision-making and other relevant details. Simple requisitions were put in place for low-value procurement (less than $1,000). Approximately 1,800 orders were placed. The 2004 survey showed that 5 per cent of clients were dissatisfied with the service received. Better dissemination of information about the procurement process is envisaged.

(d) Improved and more cost-effective travel and transportation services for delegations and staff were achieved through accumulated savings relative to the full cost of travel during the biennium, totalling €421,861, or 6.4 per cent. While this is still above the targeted 5 per cent, it is notable that the margin between actual and authorized cost diminished. Accumulated savings represented 8 per cent of the total authorized cost in 2004 and 5 per cent in 2005. The target time for processing travel requests — 95 per cent within 2 days — was fully met. A survey in 2004 revealed client satisfaction of 72 per cent. A total of 6 per cent of clients were dissatisfied, and improvements are focused on enhancing awareness of clients' needs and better communication.

Jointly financed security and safety services

29F.6 Improved security and safety conditions on the premises of the Vienna International Centre were achieved through an increase in staffing, security awareness, training and the implementation of Headquarters minimum operating security standards. In close cooperation with the host country authorities, operational plans were prepared to establish more proactive patrols both in and outside of the Vienna International Centre. The number of emergency incidents continued to be low, which could be a reflection of the success of the security awareness training and the proactive approach of personnel of the United Nations security and safety services.

Section 29G
Administration, Nairobi*

Highlights of programme results

A primary goal of the United Nations Office at Nairobi is to increase the common services offered to all United Nations agencies in the region. Realizing the impact of the increased risk of HIV/AIDS in the duty station, the management of the United Nations Office at Nairobi decided that all of the office staff should participate in a Kenya-wide United Nations learning strategy — including the "Three C's Policy", to ensure confidentiality, counselling and care to staff members, including access to antiretroviral medicines, to take care of HIV-positive United Nations staff members in all categories and their families in order to promote a healthy workforce. The "Three C's Policy" won a 2004 United Nations 21 Award.

To further improve its efficiency the United Nations Office at Nairobi rolled out the implementation of IMIS in UNEP and UN-Habitat — 11 of the 12 UNEP and 1 of the 2 UN-Habitat offices away from headquarters were linked to IMIS in Nairobi.

Further to the successful adoption by staff of the compact of best practices, a compact team was created to represent all services of the United Nations Office at Nairobi, advance team building and promote teamwork to facilitate and enhance client service.

To strengthen the United Nations presence in Nairobi and to make the compound a more attractive working environment in terms of safety and modern facilities, the United Nations Office at Nairobi has extended its normal maintenance services to incorporate full-fledged project and construction management on several large, high-profile projects. The Facilities Management and Transportation Section has managed the design and/or construction, either alone or in partnership with United Nations Headquarters, of over 25,000 square metres of built space, which represents 50 per cent of all currently built space.

A number of financial/information technology tools were introduced to help better meet clients' needs. An information programme was instituted to keep clients informed about the processing of their requests. The reduction in disruptive queries and complaints has in turn freed staff to undertake their core duties, thereby enhancing efficiency and reducing turnaround time.

Challenges, obstacles and unmet goals

The uniform indicators for all United Nations Headquarters duty stations are not always informative.

* Further information is available online.

Better-defined indicators would be necessary both to demonstrate the accomplishments of subprogrammes and to motivate subprogrammes to ensure continuously high standards of work. The United Nations Office at Nairobi needs systems and resources to better monitor and evaluate programmes. The dual reporting lines to Headquarters and the clients who finance the extrabudgetary requirements of the Office is one of the main challenges.

Output implementation rate

The above-cited results are based on the implementation of mandated, quantifiable outputs.*

* Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 29G) and General Assembly resolution 58/270, annex I).

Subprogramme 1
Management services

29G.1 To improve management performance and delivery of services, clients were kept informed of the progress in processing their requests, including claims and grants. Expenditures were maintained at budgeted levels despite an increase in the volume of services and higher staff costs. Active debt collection resulted in additional payments by clients amounting to $3.1 million. IMIS access was given to 13 UNEP and UN-Habitat offices away from headquarters.

Subprogramme 2
Programme planning, budget and accounts

29G.2 The level of utilization of the final appropriation under the responsibility of the subprogramme was 100 per cent and the target was met, indicating improved budgetary control and monitoring of expenditures. Budgetary control also improved owing to the connection of 1 UN-Habitat and 11 UNEP offices away from headquarters to the United Nations Office at Nairobi IMIS, providing a more accurate, timely and transparent picture of the financial situation and the programme implementation rate. The IMIS connection also decreased the duplication of work and the manual input of expenditure statements at the United Nations Office at Nairobi, thereby allowing the movement of resources from project accounts to payment accounts where volume had increased. The enhancement of reporting systems improved the quality of information provided to the subprogramme and its client management, so they were better equipped for decision-making. The savings are estimated as 1 per cent of the total budgeted expenditure for the United Nations Office at Nairobi/Division of Administrative Services, compared to the target of 1.5 per cent. The United Nations Office at Nairobi entered into a new corporate banking contract that realized immediate savings of $25,000 per annum in fees alone and improved efficiency in speed and control mechanisms in payment modes, among others. In addition, the implementation of the Central Payment System programme has resulted in a reduction of 80 per cent in banking fees and in

improved efficiency in speed and control mechanisms, including in modes of payment.

29G.3 In the client satisfaction survey, the subprogramme received an overall rating of 69.6 per cent for the range of 14 services provided; 70 per cent of clients were satisfied with timeliness, 75 per cent with accuracy and 72 per cent with transparency. A total of 97.36 per cent of all payments were processed within 30 days. This is slightly below the target of 99.8 per cent, which was based on a less sophisticated and accurate database. Since May 2005, the subprogramme has been submitting monthly financial statements to the Executive Director of UNEP and the Senior Management Group.

Subprogramme 3
Human resources management

29G.4 (a) The system of forecasting, planning, recruitment, placement and promotion of staff was enhanced by timely post incumbency reports; monthly vacancy tracking reports (Galaxy) to identify bottlenecks and inform clients of cases that are behind schedule; the creation of checklists and identification of target groups; regular Galaxy training sessions; the initiation of monthly recruitment bulletins; and the creation of workflow graphs to chart existing procedures and identify areas of improvement. Also, a central web-based system captures all vacancy tracking information that is accessible to the Human Resources Management Service. There is a need to set more realistic goals that are specific and measurable and that relate to targets agreed upon in the human resources action plan. A comprehensive survey of client needs will be undertaken.

(b) Improved systems and procedures for examinations, staff development, mobility and performance management is evidenced by a positive response to a survey on satisfaction with the diversity of programmes offered.

(c) Improvement of the internal justice system as an integral part of the human resources management reform process is evidenced by the 12.9 per cent rate of appeals settled, which is higher than in 2002-2003 but below the target of 15 per cent. The Joint Appeals Board disposed of 16 appeals. The backlog was reduced to seven cases, two of which were to be finalized shortly. To increase the transparency of the internal justice system, an awareness-raising briefing was held for all interested staff. There is also a new website on the United Nations Office at Nairobi Intranet on the internal justice system. The new system allows appellants to track their cases on the Joint Appeals Board website.

Subprogramme 4
Support services

29G.5 (a) The physical condition of United Nations premises was addressed through the recruitment of qualified technical staff, which allowed for backlog issues to be addressed, and through periodic meetings with contractors, procurement and budget officers and the Host Country Liaison Committee's subcommittee on infrastructure. Better planning and project management resulted in major civil and electrical works being completed, thus reducing the impact of poor local utility services to the United Nations complex.

(b) Provision of an improved working environment and efficient space management was evidenced by the development of a staff recreation centre, commissary and central materials management facility; the expansion of the visitors' parking section; and the construction of a petrol station and a new office building. Interior offices throughout the complex were renovated. The improvements were achieved through the recruitment of qualified technical staff and the incorporation of modern automated administrative tools.

(c) Increased effectiveness of the mail and pouch services was achieved through same-day delivery service within the United Nations Office at Nairobi (to be extended to UNEP and UN-Habitat), the posting of circulars on pouch schedules and courier mail on bulletin boards, and extended diplomatic pouch service to four new organizations, for a total of 84.

(d) With respect to effective administrative processes in information technology services, the degree of client satisfaction was 88 per cent, which equalled the target. The technological infrastructure at the United Nations Office at Nairobi was maintained. The network and systems architecture for the Intranet was completed, and hardware standards for the Office were developed and published. A comprehensive strategy and workplan for the Information and Communications Technology Service for 2006-2007 was formulated and approved.

(e) Improved sharing of the Organization's institutional knowledge in information technology services was evidenced by the fact that the number of applications shared between sections increased to 14. Some were developed in-house and some were customized from applications of the United Nations Office at Vienna. The Service continued to develop and implement information technology standards and provide technical expertise and advice on information technology projects.

(f) An increased level of simplicity, transparency and effectiveness of administrative procedures in procurement activities and improvement in efforts to diversify United Nations suppliers was dealt with through a computerized payables register (e-invoice tracking system); contracts and procurement management system interface with IMIS; a fast track procurement option for emergency requirements; and delegation of signing authority to senior General Service staff.

(g) Travel arrangements with the official travel agent are now under a management contract ensuring improved and more cost-effective travel and transportation services. A survey revealed that 82 per cent of staff believed that the service was good or had improved. The fast-track method for making arrangements for emergency travel and providing direct links to travel agents and carriers was implemented.

(h) Improvement of security and safety conditions on United Nations premises was addressed through negotiations with the Government of Kenya to establish a diplomatic police unit with increasing patrols in the main diplomatic areas. A perimeter around the complex was completed. Large-scale improvements, such as new fencing and the institution of patrols by guards with dogs has improved security in the compound. The number of emergency incidents involving staff and their dependants increased, and steps were taken and more are planned for the near future to improve the safety of staff and their families.

Section 30
Internal oversight*

Highlights of programme results

The number of critical recommendations from the Office of Internal Oversight Services in the important areas of organizational transparency and accountability and compliance with rules and regulations increased in absolute terms and exceeded the biennial targets by 23 per cent and 27 per cent respectively, while the quality of recommendations in terms of validity, relevance and practicality improved, as measured by the overall improvement in the implementation rate (50 per cent after the first 12 months as at 30 June 2005, compared with 33 per cent as at 30 June 2003). In addition, efficiency in the use of financial resources was improved, with Internal Audit making recommendations for savings and recoveries of more than $68 million, exceeding the target of $45 million.

More timely and effective programme performance monitoring was achieved (98 per cent of subprogrammes developed indicator methodologies, and reporting on expected accomplishments improved by 20 per cent from the biennium 2002-2003). For programme performance reporting, all but one programme reported on activities by mid-biennium, and the level of end-of-biennium reporting on implementation was maintained. Performance reporting by programme managers was supported by advisory notes, online training courses on results-based performance management and a glossary of monitoring and evaluation terms.

Improved quality of OIOS reports to intergovernmental bodies, with particular regard to their structure, conciseness and usefulness, was commended by Member States in a 2004 OIOS self-evaluation survey, in interviews and in statements made in addressing annual and other reports of OIOS.

An investigative assessment mission was carried out in the areas affected by the Indian Ocean tsunami. New protocols for the investigation into reports of sexual exploitation and abuse in peacekeeping missions and other duty stations were developed subsequent to investigations carried out in accordance with General Assembly resolution 59/287. Investigations in the area of procurement led to recommendations relating to accountability for theft of United Nations property, collusion between United Nations staff and vendors, misuse of United Nations equipment and waste.

Further details of programme results are available in the tenth annual report of OIOS (A/59/359), the report on the activities of OIOS during the period from 1 July 2004 to 30 June 2005 (A/60/346 and Corr.1), the review of the implementation of General Assembly

* Further information is available online.

resolutions 48/218 B and 54/244 (A/59/649), General Assembly resolution 59/272 and other documents.

Challenges, obstacles and unmet goals

Communication needs to be further improved, both internally and within OIOS, judging from a self-evaluation survey conducted in 2004 and a cultural review initiated by the Under-Secretary-General for Oversight Services in 2005, and, for some areas, externally, with client departments and intergovernmental bodies, based on experiences in dealing with clients, especially in relation to the formulation of oversight recommendations and follow up thereon.

An independent external evaluation of the auditing and oversight system within the United Nations and its funds, programmes and specialized agencies (including OIOS) will be conducted (see A/60/568, annex II). Points raised in the report of the Joint Inspection Unit on oversight lacunae in the United Nations system (A/60/860) will be addressed.

Data source identification and collection methods need to be developed by all programmes early in the biennium to make indicators and results statements meaningful and valid.

Programme managers need better skills in investigations and follow-up, and OIOS is creating a training plan for 2006-2007.

Output implementation rate

The above-cited results are based on the implementation of 99 per cent of 111 mandated, quantifiable outputs.*

Approved expected accomplishments and indicators of achievement can be found in the programme budget for the biennium 2004-2005 (A/58/6 (Sect. 30) and General Assembly resolution 58/270, annex I).

Executive direction and management

30.1 (a) In order to improve coordination with client departments and offices, legislative and oversight bodies, and within the Office, including the promotion of gender mainstreaming, 96 meetings and briefings were organized and conducted during 2004 to coordinate the work of OIOS according to agreed strategic objectives. During 2005, 55 meetings and briefings were held to coordinate the strategic and other activities of the Office. They included bilateral meetings with the Board of Auditors, briefings to the Fifth Committee, the Advisory Committee on Administrative and Budgetary Questions, the Recommendations Monitoring Working Group, the Risk Management and Work Planning Committee and the Oversight Coordination tripartite meeting. For the first time, the OIOS annual report was based on a risk-management strategy and included the findings of the OIOS-wide self-evaluation.

(b) The OIOS-wide self-evaluation conducted in early 2004 showed that Member States viewed OIOS reports to the General Assembly as valuable sources of information, thus indicating improved services to the Fifth Committee of the General Assembly, client departments and offices. The OIOS annual report (A/59/359) was more concise and contained summaries of findings according to themes. It was submitted according to an established and agreed upon deadline with the Department for General Assembly and Conference Management. The General Assembly took note of the report in its resolution 59/271. Member States requested that the annual report contain more analytical information and summarize findings rather than providing detailed accounts of oversight findings.

(c) In support of the programme of work being effectively and strategically managed and supported by staff, the OIOS Forum enhanced the cohesion of staff and spurred discussion of strategic issues. The meetings of the Personnel Management Committee resulted in the OIOS Career Development Plan and enhanced the implementation of e-PAS. The meetings of the Risk Management and Work Planning Committee resulted in a 70 per cent risk-based OIOS workplan, which in turn ensured the most efficient and prioritized use of OIOS resources. The meetings of the Working Group on Strengthening Monitoring and Evaluation resulted in a final report to the Steering Committee on Reform and Management and to the General Assembly (A/60/73). Informal feedback indicated that the Office of the Under-Secretary-General sometimes had conflicting priorities and that there were too many ongoing initiatives. The self-evaluation conducted in 2004 also indicated that communication with staff should be improved.

Subprogramme 1
Internal audit*

30.2 (a) In support of compliance with General Assembly directives and established regulations, rules, policies and procedures, including those calling for mainstreaming a gender perspective, approximately 166 critical audit recommendations were issued to departments and offices calling for greater compliance with General Assembly directives, rules, regulations and procedures, including those relating to gender mainstreaming. Approximately 41 per cent of those recommendations were implemented, and an additional 39 per cent are in the process of being implemented. The recommendations have helped to enhance internal controls within the Organization and have contributed to increased effectiveness and efficiency in areas such as procurement, control of assets, human resources and financial management. Audit reports issued in 2004-2005 are contained in documents A/59/347, A/59/702 and A/60/281.

(b) Enhanced transparency and accountability within the Organization and increased efficiency were addressed by 755 critical recommendations issued to departments and offices regarding enhanced accountability and delegation of authority. Those recommendations addressed a wide range of issues, including specific mandates and designation of responsibilities to individual staff members or organizational units; improved accountability through the implementation of memorandums of understanding or other agreements among responsible parties; enhanced communication of relevant policies and procedures; and seeking full delegation of authority from Headquarters to field offices to more efficiently carry out recruitment and contracting. Of the 755 critical recommendations, 415 were implemented and 210 are in the process of implementation. Recommendations

involving delegation of authority and accountability issues generally take longer to implement than those dealing with compliance matters. Audit reports issued in 2004-2005 are contained in documents A/58/704, A/59/152, A/59/373 and A/59/408.

(c) Increased efficiency in the use of financial resources was achieved through the issuance of some 68 recommendations to various departments and offices involving financial implications totalling $68.3 million. Actual savings and recoveries during the biennium totalled $41.9 million. Audit reports issued in 2004-2005 are contained in A/59/396, A/59/420, A/59/698 and Add.1, A/60/288 and A/60/291 and Add.1.

(d) A total of seven joint meetings were held with oversight bodies, and OIOS participated in meetings with the External Board of Auditors and/or the Joint Inspection Unit, thus achieving better coordination with external oversight bodies. Such meetings were helpful in avoiding overlap and duplication and in identifying oversight gaps and possible areas for joint oversight efforts, including the seventh tripartite oversight coordination meeting and related activities. Tripartite activities included participation in working groups on the possibility of coordination of internal and external bodies, including funds and programmes, on substantive oversight issues.

Subprogramme 2
Monitoring, evaluation and consulting

*Central monitoring and inspections**

30.3 (a) More effective monitoring by programme managers of the implementation of planned activities and achievement of expected accomplishments in accordance with the mandates was achieved as evidenced by IMDIS* becoming operational in all programmes, thus enabling output implementation monitoring. The online procedures for performance reporting on IMDIS were downloaded by nearly 1,000 staff in 2005. Regarding results reporting, by the end of January 2005, indicator methodologies had been developed for 59 per cent of all indicators of achievement, and during the course of the biennium, 98 per cent of subprogrammes developed a methodology for at least one of their indicators of achievement. The electronic copy of the report of the Secretary-General on the programme performance of the United Nations for the biennium 2002-2003 (A/59/69) was used as an important source of reference and knowledge regarding results-based management. In 2005 alone, the report was downloaded 20,410 times (including 16,355 downloads in English, 1,058 in Arabic, 1,032 in French, 637 in Russian, 452 in Spanish and 265 in Chinese). This wide interest and utilization as an important information source reinforces the determination of OIOS to further enhance programme performance monitoring and reporting. The pattern of elaborating indicator methodologies confirms the importance of managers' engagement in and support of the process. However, only 71 per cent of all indicators had methodologies developed, and this needs improvement.

(b) Timely programme performance reporting by programme managers was shown by the steady progress in reporting during the biennium. By the end of January 2005, six programmes (18 per cent) had recorded in IMDIS interim statements of results for at least one of their expected accomplishments and interim statements were available for 12 per cent of the 659 expected accomplishments;

further, all but one programme had reported on activities by mid-biennium, compared to 80 per cent of programmes in 2002-2003. By December 2005, 30 programmes (91 per cent) had recorded an interim assessment for at least one of their expected accomplishments compared to 22 programmes (71 per cent) that had done so for final reporting on the 2002-2003 biennium. This equated to 62 per cent of expected accomplishments having interim performance assessments reported by December 2005. The proportion of outputs (66 per cent) reported on was slightly lower than in the previous biennium (72 per cent), but still exceeded the target of 60 per cent. Support contributing to this more timely reporting was provided to programme managers through the United Nations Intranet programme performance reporting portal in iSeek, which received 3,593 visits in 2005, the majority of which (3,102) were accessing the reference material, which consisted of five advisory notes* on lessons learned from the 2002-2003 biennium and action required to implement recommendations by the Committee for Programme and Coordination and the General Assembly, an online training course on results-based performance management, and a glossary of monitoring and evaluation terms.* Face-to-face training for 770 staff in eight duty stations was also provided. Records showed that 296 certificates of completion were issued for the online training course, with nearly 2,500 hits in 2005. In the first two months after its launch in December 2004, the glossary was accessed 1,205 times. Nevertheless, more attention needs to be given by programme managers to systematic reporting of progress towards achieving results.

(c) Improved programme management and administrative practices as the result of inspections was demonstrated by the implementation rate of 78 per cent of the 73 recommendations not fully implemented at the beginning of 2004, which exceeded the target (55 per cent). Of the 72 recommendations issued during 2004-2005, 19 (26 per cent) had been fully implemented by December 2005 and 53 were in progress. Overall, 76 of 145 pending or newly issued recommendations were implemented during the biennium by 12 departments resulting in realigned organizational structures, enhanced programme management and improved work processes and procedures. The average implementation rate of 52 per cent was in line with the targeted increase of 10 percentage points during the biennium. Inspection reports issued in 2004-2005 are contained in documents A/58/746, A/59/229, A/59/764 and A/60/120.

*Central evaluation**

30.4 (a) Improved assistance to intergovernmental organs in determining the relevance, efficiency and effectiveness of the mandated programmes and activities was demonstrated by a significant increase in the number of evaluation recommendations endorsed by the Committee for Programme and Coordination. In 2005, nearly all in-depth and thematic evaluation recommendations were endorsed. While in some cases the Committee modified the focus of evaluation recommendations, their validity, relevance and practicality were considered sound. The Evaluation Section needs to improve its consultations on recommendations with United Nations clients (such as programmes and inter-agency bodies), particularly with regard to thematic evaluations. Those recommendations need to be strategically formulated to address more systemic weaknesses. Evaluation reports issued in 2004-2005 are contained in documents E/AC.51/2004/3, E/AC.51/2005/2, E/AC.51/2005/3, E/AC.51/2005/4, E/AC.51/2005/5 and E/CN.4/2005/55.

(b) As a sign of better coordination with external oversight bodies, substantial progress was made in collaborating with them. Consultations with the Joint Inspection Unit were undertaken in presenting topics for thematic evaluation to the Committee for Programme and Coordination and in the conduct of the thematic evaluation on knowledge management. Reports were produced on strengthening monitoring and evaluation in the United Nations (A/59/79 and A/60/73), the latter in conjunction with the Joint Inspection Unit. Additionally, OIOS participated in the annual meetings of United Nations Evaluation Group and was an active member of three different task forces of the Group. Further improvement to collaboration with the Joint Inspection Unit on evaluation reports is needed to facilitate their broader scope. Greater use should be made of joint projects with other evaluation offices in the United Nations.

30.5 (a) As evidence of increased implementation of approved recommendations contained in evaluation reports, an increase from 70 to 88 per cent was recorded in the number of recommendations implemented. This increase resulted in improvements in United Nations programme design and implementation. Improvement in follow-up with clients in developing and following through with recommendation implementation plans is required, together with more effective use of the triennial reviews in order to report on the outcomes of evaluation recommendations.

(b) To improve the quality of evaluation recommendations, a feedback survey was developed for reports and was administered to delegates to the Committee for Programme and Coordination. Along with the content analysis of Committee reports, the survey revealed a positive assessment of the quality and usefulness of evaluation reports and recommendations. Client orientation with regard to the interests and expectations of delegates to the Committee needs to be strengthened and better communication fostered with them in order to better meet the Committee's need for timely and relevant information. Since becoming available online in June 2005, the Manual on Evaluation* has been downloaded 2,860 times.

(c) The role of self-evaluation was strengthened within the Organization through the issuance of guidance material and concrete consulting assignments. For example, the United Nations Framework Convention on Climate Change secretariat was assisted to frame its internal review process, define procedures for self-evaluation and peer review phases and capture the outputs. Assistance was provided to the Evaluation and Communications Research Unit of the Department of Public Information in establishing a methodological framework and action plan for the annual programme implementation review. A three-phased approach was recommended to cover internal self-evaluation discussions and the selection and dissemination of best practices and lessons learned. In addition, assistance was provided to the Department in its assessment of the impact and cost-effectiveness of the publication of the *UN Chronicle*. Proper lessons-learned sessions should be conducted after the completion of each project.

*Management consulting**

30.6 (a) Greater compliance with General Assembly directives and established regulations, rules, policies and procedures was achieved through 95 per cent of clients indicating increased compliance with General Assembly directives through improved management initiatives. A total of 20 per cent of clients requested further assistance and 14 per cent initiated implementation action. Involving clients in intense dialogue early in consulting projects helps to ease tension and address

resistance. More effort should be invested in the engagement phase: scrutinizing clients' commitment, capability and willingness to undertake a consulting assignment. The possibility to turn down requests after the initial assessment phase should be retained.

(b) For the reporting period, 100 per cent of clients indicated that they had enhanced transparency and accountability as a result of the management consulting services provided to them. A total of 60 per cent of clients expressed satisfaction with the change management activities. As there is no mechanism to ensure the accountability of clients to implement change, follow-up meetings at three- and six-month intervals would serve to reinforce the clients' initial commitment to change.

(c) Improvement in the effective and efficient management of programmes as a result of management consulting services rendered to the departments was achieved by the introduction by 100 per cent of clients of enhancements in the management of programmes as a result of the consulting services provided. A total of 15 per cent of clients indicated that the services provided had encouraged the development of yardsticks to measure progress. Although there is a consistent core message to clients and prospective clients, there should be flexibility in dialogue with them. Additional reports are contained in documents A/59/133 and Corr.1, A/59/253, A/59/388 and A/60/588 and Add.1.

Subprogramme 3
Investigations*

30.7 (a) Better protection of the Organization's assets and resources and greater compliance with the regulations and rules of the Organization were achieved through addressing investigation tasks in a sectoral manner under the responsibility of specific staff. This approach resulted in better implementation and increased the visibility of problems to both OIOS and programme managers. A total of 177 cases were referred to relevant authorities, three times the target, and a total of 308 cases were resolved. Those cases included a comprehensive Indian Ocean tsunami relief risk assessment in collaboration with Secretariat departments and United Nations funds and programmes. Emphasis was placed on the need for enhanced field security, improvements in relief coordination and the rectification of flaws in procurement procedures, and it was further suggested that a regional oversight office be established to service all agencies involved. Investigations at MONUC and other peacekeeping operations identified serious cases of misconduct and the need for increased prevention and detection (A/59/661). New protocols for investigations into reported sexual exploitation and abuse at peacekeeping missions and other duty stations were developed and will be enforced throughout the Organization. OIOS is working with the Department of Peacekeeping Operations to ensure that serious cases are handled swiftly, in collaboration with troop-contributing countries, in order to achieve the objectives set out in the report on the comprehensive strategy to eliminate future sexual exploitation and abuse in United Nations peacekeeping operations (A/59/710) and to communicate to all United Nations personnel the fact that the Organization has zero tolerance for sexual exploitation and abuse. Investigations in the area of procurement for peacekeeping missions dealt with allegations of corrupt behaviour by United Nations staff, accountability for theft of United Nations property and collusion between United Nations staff and vendors. Programme managers need better skills in investigation and follow-up, and OIOS is creating a training plan for 2006-2007. See also the report on strengthening investigation functions in the United Nations (A/58/708).